

RE/MAX-imizing Connectivity:

A Case Study with **RE/MAX** pacific alliance realty

From the start of its business, a core focus for RE/MAX pacific alliance realty was to stay ahead in their highly competitive and rapidly evolving industry. With advancing technology and the need to exceed customer expectations being a primary concern, they knew they required a telecom partner that has the team and tech that would work for them.

And for the last ten years, RE/MAX has remained a loyal customer of DOCOMO PACIFIC because we have continued to serve their needs and bring a return on their investment.

BACKGROUND

RE/MAX pacific alliance realty is a locally owned franchise of RE/MAX Micronesia. Established in 2014 by Principal Broker, Shawn Blas, he set a goal for his team to establish themselves as a top contender in the booming real estate market. They focused on customer experience, mobility, and harnessing technology to scale their operations.

To achieve this, they looked for a telecom partner to support these ambitions, and DOCOMO PACIFIC stepped up, providing hybrid-fiber internet, business landline phones, multiple mobile lines, and a dedicated team to serve their



THE PROBLEM

A primary goal for the RE/MAX team was to ensure that they could provide top-tier service to their clients. And with technology constantly advancing, they knew that it would eventually become a crucial piece in keeping up with customer expectations.

One way that they sought to leverage technology was to enable their team to remain constantly connected with each other, and especially with clients. RE/MAX wanted to be able to access listing information and assist clients whether they were in the office, on the go, or abroad.

It was especially important for them to behave like a larger agency while maintaining a boutique style of service. Every client interaction is critical because even the smallest delay can potentially jeopardize a deal.

OUR SOLUTION

To tackle these challenges, DOCOMO PACIFIC provided a comprehensive suite of solutions tailored to RE/MAX's needs.

- ✓ **Extensive Mobile Network & Data-to-Go:** With the island's widest mobile network, RE/MAX enjoys uninterrupted connectivity. Our mobile solutions minimize dropped calls and ensure they stay connected both in Guam and abroad with Data-to-Go services.
- ✓ **Hybrid Fiber Internet:** This high-speed internet service powers the RE/MAX office, ensuring fast and reliable connectivity for seamless operations.
- ✓ **Managed Wi-Fi:** Our 24/7 network monitoring and access to professional engineers guarantee secure and efficient network management.
- ✓ **DOCOMO PACIFIC Unified Communications Pro:** This innovative tool streamlines all channels of communication, such as a desk phone and mobile phone into one platform, ensuring the team is constantly reachable on multiple channels.

RESULTS

With DOCOMO PACIFIC's solutions, RE/MAX has seen significant growth in their operations. Streamlined processes have led to faster response times and higher customer satisfaction, resulting in more closed deals.

- ✓ **Expanded Mobility:** The ability to remain mobile means the team doesn't miss critical calls or opportunities. Our network enables them to use tech like virtual tours, and smart locks whether they're in the field or travelling, allowing them to stay competitive in a fast-paced market.
- ✓ **Leveraging Tech:** With our internet network and services as the backbone, the RE/MAX team is able to use technology like a customer help desk, to propel themselves over the competition. They can stay ahead of the curve by offering innovative services that clients now expect in today's real estate market.
- ✓ **Customer Service:** Shawn has expressed that he "feels like family" whenever he works with our team, receiving exceptional support especially from our Business Services Team. We are dedicated to serving our customers' needs so that they can better serve their clients.



Get a **WINNING** team and the best technology that works for you.

“I’m a big believer in having anything you put effort or money into, work for you.” says **Shawn Blas**, a strong advocate for smart investments. That’s why he has chosen us as his trusted telecom partner.

At **DOCOMO PACIFIC**, we deliver exceptional solutions and services that truly make a difference. When you partner with us, you can be confident that we’ll go to work for you. services together.

Ready to find a plan that looks out for you?

Connect with our team today!

Connect with Us

