CASE **STUDY**

Illy Coffee maintain their coffee machines
with mpro5...

mpro5

INTRODUCTION

Illy Coffee maintain machines on more than 4,000 sites with mpro5...

WORKING SMARTER, NOT HARDER...

Illy Coffee UK are committed to maintaining the quality and standards of the Illy brand.

To achieve this, the company performs regular audits on all the coffee machines that serve Illy coffee in the UK.

We worked with Illy to configure and develop their mpro5 platform, which is used to carry out maintenance, manage parts and track their coffee machines.

This has empowered Illy's teams by giving them the information they need to ensure high brand standards, as well as giving them more time to meet potential customers.

INSIDE THIS CASE STUDY...

THE RESULTS

Illy Coffee has benefited from significant cost reductions by increasing the productive time of their field team...

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THE PROBLEM

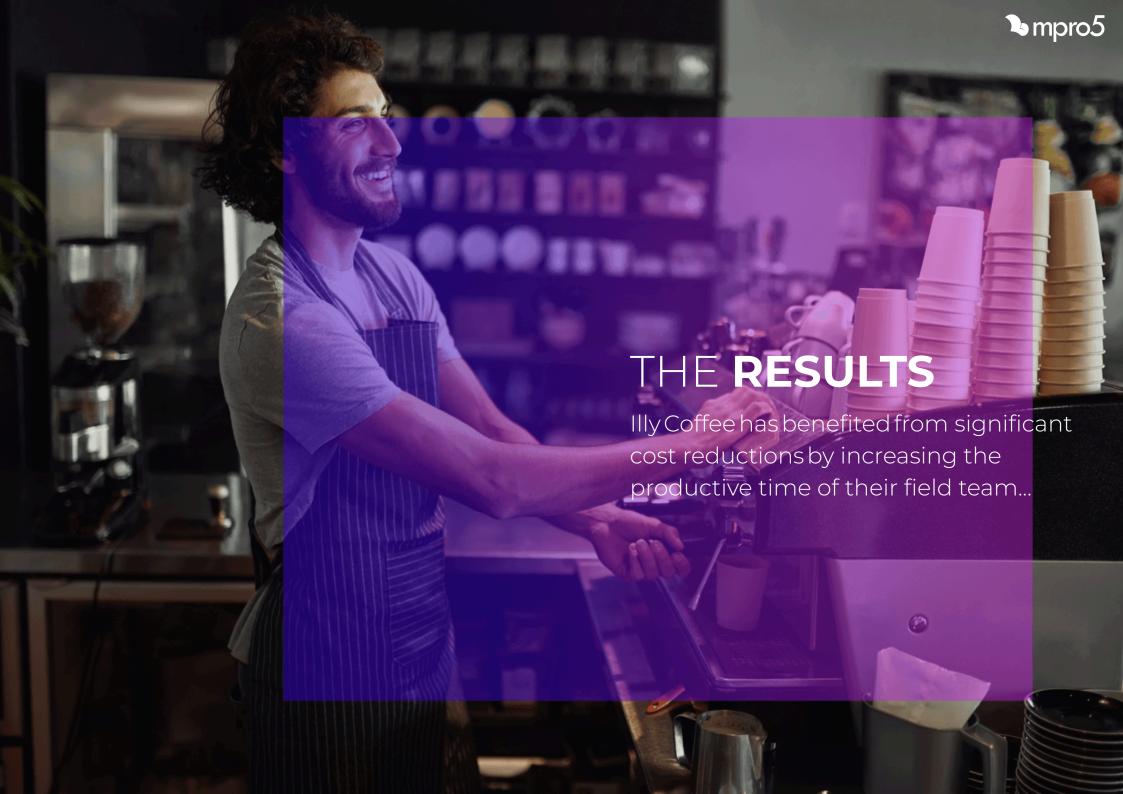Illy was managing over 4,000 customer sites using paper forms....

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THE SOLUTION

We worked with Illy to configure their mpro5 platform for asset management.

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THE **RESULTS**

Illy Coffee has benefited from significant cost reductions by increasing the productive time of their field team...

EFFICIENCY AND PRODUCTIVITY...

Each engineer has saved enough time to make at least three additional service visits a week, through automated parts ordering.

Tracking the stock on every van using mpro5 has freed their time up even further.

The company also has a more in depth understanding of their client base. Illy's favourite form is the 'snap a lead', which allows their field staff to take a picture of a café selling a competitor's coffee. The photo is linked with GPS location data to give the sales team more potential customers to target directly.

In short, they work smarter, not harder, delivering an even better level of service to their customer base and still having time to talk to new prospects.

THE **PROBLEM**

Illy was managing over 4,000 customer sites using paper forms....

AN OUTDATED PAPER SYSTEM

The amount of paperwork and administration hours involved was staggering.

Field staff spent time filling in paperwork and had to make frequent trips to head office to hand this in.
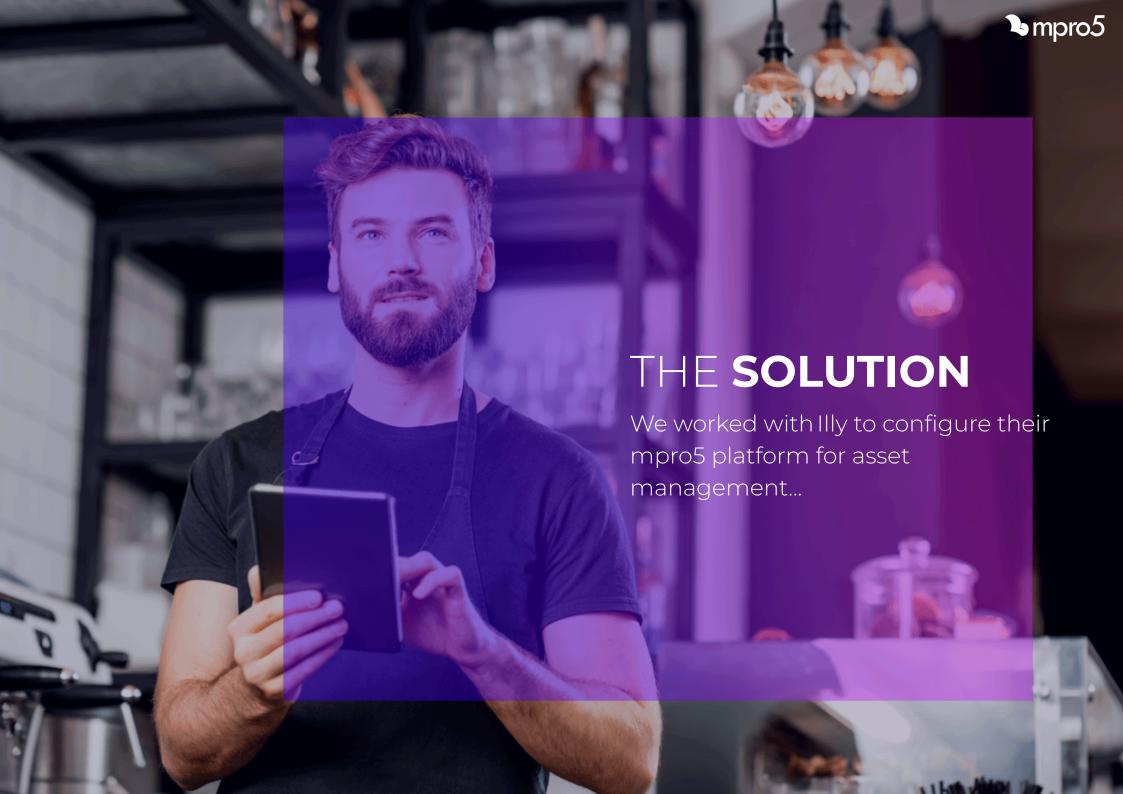
Office staff then had to manually re-enter data to make customer reports and these reports would often take days to produce.

This was ineffectual and incredibly inefficient, it also meant that there was less time to focus on finding new customers, which was limiting their growth.

"mpro5 makes our lives so much easier, we aren't constantly driving back to the office or the warehouse, we don't miss things, and we've got more time to focus on sales."

Phil Gotch, Finance Director

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THE **SOLUTION**

We worked with Illy to configure their mpro5 platform for asset management...

ALERTING, ACTION, INSIGHT - MAKING ASSET MANAGEMENT SIMPLE

We worked with Illy to configure their mpro5 platform for asset management.

We developed a full electronic process for auditing the machines, the standards of the coffee, adding new customers and identifying potential sales.

Asset tagging is used to identify machines and log their history, using a complex list of parts for tracking their fitting, ordering and any billing associated with them.

By logging the parts they fit to the machines digitally, the warehouse receives this info automatically and pre picks the replenishment stock.

Thank you for reading

SMART ASSET
MANAGEMENT: **CASE
STUDY**

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