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"Thanks to the smart coffee machine, and a SAP Leonardo-enabled IoT solution developed in collaboration with Deloitte, Gruppo Cimbali espresso machines today are connected in real time. As a result we can now 'talk' to them, to know immediately when maintenance is required or to take remote action accordingly”

—Roberto Chiodini, IT Director, Gruppo Cimbali

Making the connection for consistent quality and efficiency

Customers have high standards for coffee—and by linking its brewing machines via the IoT, Gruppo Cimbali drives control and supply chain excellence so they can sip with confidence

THE ISSUE

Customers have high standards for coffee—and by linking its brewing machines via the IoT, Gruppo Cimbali drives control and supply chain excellence so they can sip with confidence

THE SOLUTION

With help from ABO Data, now part of Deloitte, Gruppo Cimbali built a Connected Coffee Machine solution, leveraging SAP Leonardo IoT capabilities. Now the customer and its retail partners can track the performance of their machines—with advanced capabilities like auto-replenishment of supplies, predictive maintenance, and support for innovative new business models.

SAP technologies leveraged

- SAP® Leonardo IoT
- SAP Fiori®
- SAP HANA® – SAP Analytics Cloud

THE IMPACT

- Full visibility into all machines, supported by a centralized control room
- Remote status monitoring of asset performance and conditions based on standard asset operations
- Use-based and event-based analytics KPIs to verify compliance with contracts
- Evolution from reactive to proactive interventions for maintenance
- Preventive and predictive maintenance based on time or operational cycles
- Improved customer experience through verification of correct operation
- Future support for "just in time” delivery of replenishable supplies
- Enhanced supply chain efficiency, environmental footprint, and return on investment

Quick Stats

- Year established: 1912
- Headquartered in: Binasco, Italy
- Manufacturing sites: 5
- Employees: 700

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