



Cafection monitors the status and efficiency of their coffee machines in real-time with Bell.



Cafection Enterprises is an award-winning coffee machine manufacturer based out of Quebec City. For more than 20 years, the company has been manufacturing and selling high-end coffee machines to distributors, who deliver them to offices throughout North America. Their innovative coffee machines are equipped with touch screens and use a unique reverse French press process to grind and brew coffee beans in real-time. The result – high-quality coffee that consistently tastes great.

The need.

The coffee machine manufacturer provided machines that brewed fresh, premium coffee on demand, but their distributors didn't have the network in place to monitor their machines to ensure that they were running efficiently. When a machine broke down after extended use, it could take hours for a technician to repair the issue.

Without line of sight on the status of all their machines, it was difficult to determine the frequency and timing for necessary repairs and maintenance. Technicians were kept on-call 24 hours per day, driving up operational costs.

Cafection needed a solution that would allow their distributors to monitor the status of their machines in real-time, enabling them to reduce downtime for their customers and respond to service issues faster.

The solution.

Cafection turned to Bell for a complete Internet of Things (IoT) solution. With high-speed modems and a mobile Internet connection, Cafection's distributors connected their machines on the Bell network, allowing them to monitor their machines remotely in real-time.

With Cafection's software and the machine-to-machine (M2M) technology and connection provided by Bell, Cafection's distributors are able to measure coffee levels and usage to help anticipate when machines need servicing, respond immediately to unanticipated machine issues, and even know when additional coffee beans need to be delivered. "Customers can be confident that there will always be a fresh cup of coffee available due in large part to the mobile solution provided by Bell," said François Baron, President of Cafection.

Choose Bell for world class Internet of Things (IoT) solutions.

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Take advantage of the productivity benefits of M2M and IoT solutions across the country.

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Expert advice.

With the largest team in the country including PHD's, SME's and industry professionals, Bell will provide expert advice to ensure you find the solution that's just right for your business.

* As ranked by PCMag.

The result.

Since implementing the IoT solution from Bell, the coffee supplier's distributors have improved customer experience and reduced operational costs – all while maintaining the high quality coffee that has made their business so successful.

Connected coffee machines with real-time monitoring have made it possible for distributors to save money spent on repairs through more efficient maintenance planning. "Over 90% of service calls are based on a machine being down. If you can prevent this from occurring, you save both a trip and a poor customer experience," said Baron.

Plus with access to the current status of their machines, they are able to identify and respond to service issues quickly, while minimizing downtime.

With customers across the country, the Bell network provides Cafection and its distributors with the exceptional coverage they need to stay connected. "Teaming up with Bell gives credibility to our machines. People have greater confidence in our service because it is backed by Bell's network," said Baron. "We are proud to have our company associated with Bell."

“ After researching options, the Bell team was the one who invested the most time and effort into understanding our business needs and developing a tailored solution. ”

François Baron, President of Cafection

Cafection optimizes operational efficiencies with Bell.

- Refills machines when inventory runs low with real-time status updates
- Solves machine issues by adjusting settings remotely
- Monitors machine status to determine when maintenance and repairs are needed
- Tracks the location of their delivery trucks to optimize routes and improve service response times

Does your business encounter similar challenges? For more information about IoT solutions from Bell, visit bell.ca/loT to request a callback from a Bell Business Expert.

