



Evatic creates productivity and profitability at Café Bar

Café Bar, owned by the European vending company Autobar Group, is market leaders in the office coffee segment in Norway.

Café Bar serves the entire Scandinavian market, and uses Evatic to handle all business processes related to sales and services.

Café Bar's Challenge

Café Bar experienced an enormous market growth in 2006, partly caused by the acquisition of Christiania Kaffebyggeri AS. The administrative workload became dramatically more demanding. The requirement to gain full control of the ever growing number of coffee machines, the numerous customers, and all contracts and commitments related to providing customer service became more important than ever.

Early in this period Café Bar used a system for service management which was developed in-house. At one point they even ran several supporting systems at the same time, but none of them functioned ideally and were further not integrated. It was thus difficult for Café Bar to continue the rapid growth without changing systems.

"Earlier our system for managing service assignments was inadequate. We didn't have control over the service history relating to neither our customers nor the machines. After several acquisitions we needed to increase our overview over the various service contracts that existed, in addition to receive reliable information about the profitability our customers and the coffee machines located with these customers generated".

Thor Sighurthorsson, Finance Manager at Café Bar
A solution like this was not adequate for a company such as Café Bar, which is extremely reliant on being able to offer prompt and efficient customer service to ensure that customers never run out of ingredients, or experiences that a coffee machine



doesn't function properly.

What Café Bar wanted was a system that could streamline this process and provide complete control over customer contacts, machines, deliveries, and at the same time generate revenue for the company.

"When we began to investigate available systems, we quickly became aware of the fact that in reality there was only supplier which could offer all the functionality that we needed in one, complete system. And that was Evatic".

Thor Sighurthorsson, Finance Manager at Café Bar

Evatic's Solution

The Team of Consultants

A pre-project was executed by Evatic's project consultants aiming to discover Café Bar's challenges and requirements. New and more suitable routines were set up together with Café Bar to ensure skill transfer in every step, and a thorough follow-up of Café Bar's prospects and customers. Evatic's system consultants made a complete configuration of the functionality in the Evatic Service Module, thus making the solution customised and optimal for Café Bar and their ways of providing customer service.

All service agreements and assignments – deliveries, planned maintenance, high priority jobs and related invoicing are today taken care of in Evatic.

Efficient Routing

Café Bar uses Evatic's routing system, which is connected to the service module. Here it is possible to add routing assignments in an easy manner, and decide which customers should belong to the different routes. Evatic calculates the delivery based on the refill volume of ingredients like coffee beans, cocoa, etc., that each customer belonging to a certain route needs.



Reporting service assignments are done by all Café Bar's service technicians via Evatic Mobile, thus sending all documentation related to a task back to Evatic Service directly after the assignment is completed. This creates the basis for automatic invoicing, in addition to reducing sources for inaccurate reporting.

"This dramatically improves our efficiency in the field. All of us technicians receive our routing projects directly to our mobile terminals, and the reporting is made electronically." Service technician, Café Bar.

Profitability in Every Step

Café Bar's Evatic installation is integrated with iScala, a financial system which is used for accounting purposes.

Evatic gives a complete overview over revenue and costs, broken down to the level of each coffee machine. The productivity of the service department can easily be surveyed, and the system helps Café Bar remain efficient even when the activity level of the service department is at its highest.

The vending market is an industry in growth. With numerous actors on the market it is becoming more and more important to be able to provide prompt and efficient customer service which at the same time must be profitable for the company. Evatic has many customers within this industry.

Please contact us if you would like to know what Evatic can do for your company. sales@evatic.com

"We have changed our way of working after we got Evatic. Now we can evaluate the efficiency related to teams of technicians and make profitability analysis on a whole other level than before. The system is seamlessly integrated with our finance system, and the reporting opportunities are so great that we can use the statistical tools actively when working with our corporate strategies."

Thor Sigurthorsson, Finance Manager at Café Bar

Café Bar develops further with Evatic - A Scandinavian solution

Café Bar is today operational with Evatic in the entire Scandinavian market. When Sweden a while ago was looking for a service system it was natural to look towards Norway. Café Bar Sweden worked in a different manner, because a larger part of the coffee machines were volume based. Each machine has a counter and it is the number of used cups that calculates all factors such as price level, contract type and service intervals, identical to how the copy/print industry has been working for years.. So even though Café Bar Sweden works in a different way than Café Bar Norway, the standard functionality in Evatic covered all additional demands that were made by Café Bar Sweden.

"We knew that Evatic since the beginning of the 90-ties has been a market leader in service management systems to the copy and print industry in Norway. Because of their competence related to this, we had no doubt about Evatic being the best solution also in Sweden"

Thor Sigurthorsson, Finance Manager at Café Bar

Today Café Bar Denmark is also using Evatic.

Facts about the installation:

Customer since: 2007

Number of users: 150

Integrated with: iScala

No. of Machines in the database: 25.000