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Making the connection for consistent quality and efficiency

“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

QUICK STATS

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

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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

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THE IMPACT



Full visibility into all machines, supported by a centralized control room



Improved customer experience through verification of correct operation



Remote status monitoring of asset performance and conditions based on standard asset operations



Future support for “just in time” delivery of replenishable supplies



Use-based and event-based analytics KPIs to verify compliance with contracts



Enhanced supply chain efficiency, environmental footprint, and return on investment



Evolution from reactive to proactive interventions for maintenance



Remote onboarding for machine operators



Preventive and predictive maintenance based on time or operational cycles