

Connect

An IoT solution by  
Rancilio Group



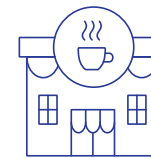
Power to your  
coffee business.



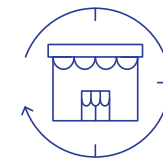
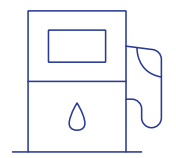
# Power to your Coffee Business.

It doesn't matter what size your organization is, the only important thing is that you want to improve your coffee business. Connect helps you to make effective use of the data generated by your coffee machines, and support you in advancing your own journey becoming a data-driven business. It's time to take a competitive advantage in whatever marketplace you operate in.

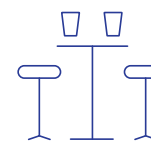
## Locations



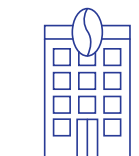
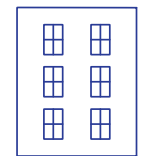
COFFEE SHOP

INTERNATIONAL  
COFFEE CHAINCONVENIENCE  
STORE

GAS STATION



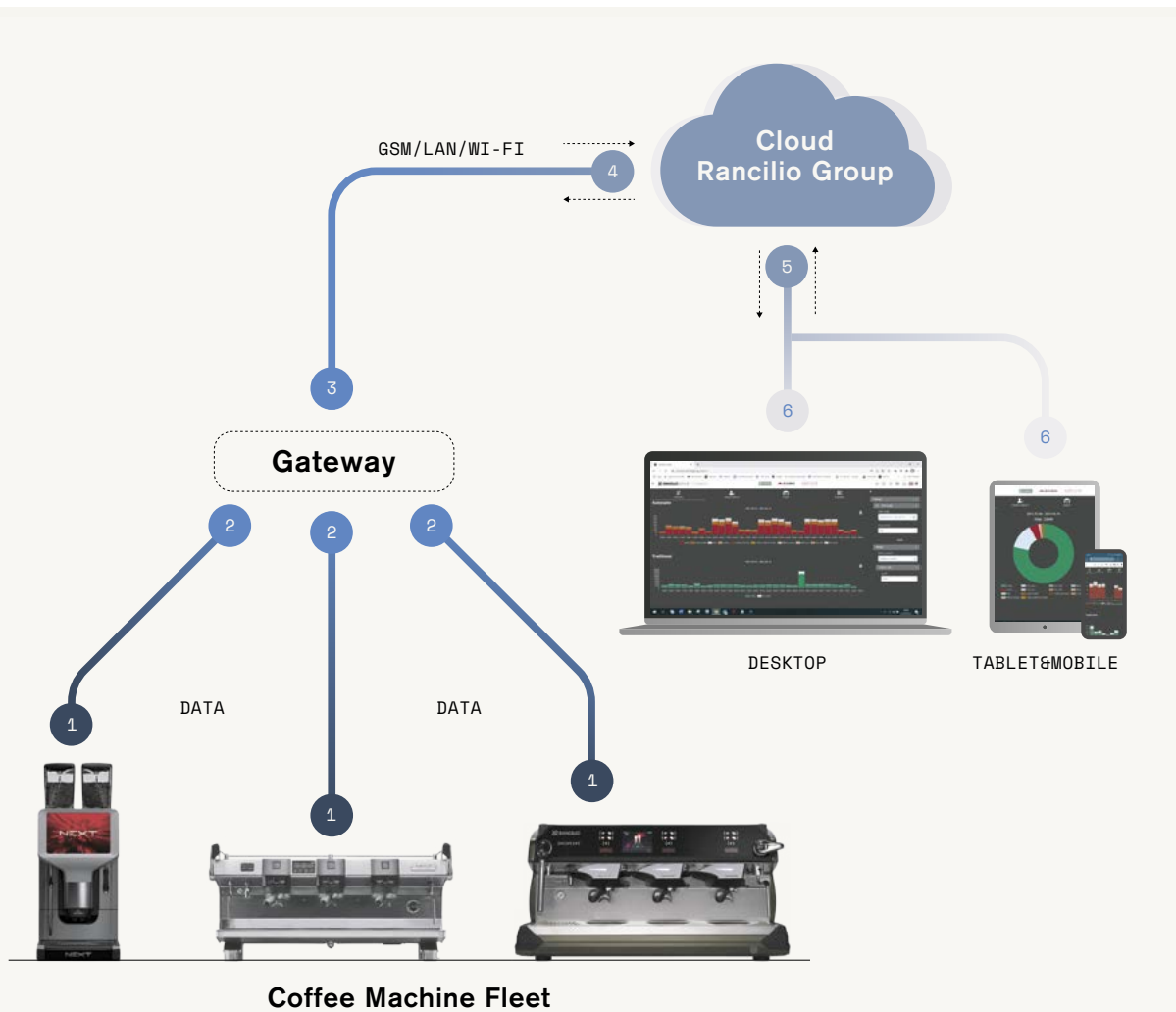
BAR

BIG ROSTER  
COMPANYQUICK-SERVICE  
RESTAURANT

OFFICE

# Connect at a Glance

Connect is a powerful IoT solution developed by Rancilio Group, to gather and easy analyze all the value-relevant data generated by a single coffee machine or an entire fleet. Via a customizable dashboard with widgets, tables and graphs, Connect gives you a ready to use digital toolkit, to monitor key performance parameters in real time and empower your whole coffee business.

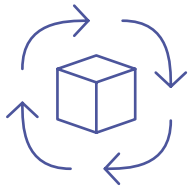


# Main Benefits



**1**

USER-FRIENDLY  
DASHBOARD



**2**

MANAGE YOUR  
FLEET WITH EASE



**3**

BOOST SERVICE  
EFFICIENCY



**4**

INCREASE BUSINESS  
PERFORMANCE



### User-Friendly Dashboard



#### Intuitive user experience

Connect means powerful analytics for everyone, this is the reason for designing the dashboard, making it intuitive and easy to learn.

#### Combine your own dashboard

Select your language, register your coffee machines and different users, combine widgets, charts and tables, and activate interactive maps to customize your dashboard in a few clicks.

#### All-in-one business platform

Analyze your data to view machines status, consumptions, and total deliveries. Measure all performances, in total, per store, location, entire fleet or per single coffee machine.

#### Dashboard available in 11 languages:

English (UK), English (US), German, French, Italian, Spanish, Thai, Portuguese, Russian, Chinese (simplified), Chinese (traditional).

### Boost Service Efficiency



#### Predictive maintenance

Check the status of your machine and get up-to-date information to prevent machine downtime and anticipate spare part requirements.

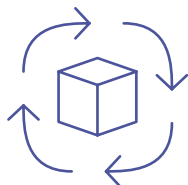
#### Cut service costs and save time

By remotely identifying customer issues you can obtain a higher First Time Fix rate, minimize unnecessary on-site interventions, and close most of the tickets with phone calls.

#### Customer satisfaction

As a service provider you can serve your end customers as never before, and build strong relationship based on trust.

### Manage your Fleet with Ease



#### Effective supply chain management

Be on track with stock and coffee assortments, improve your inventory system and get total control over your supply chain procedures.

#### Just-in-time quality control

Gain control over grinding parameters, brewing time and recipe settings to preserve product consistency and maintain a high level of in-cup quality for all beverages in your menus.

#### Program all interventions

Assign tasks to your team and program all the interventions to be carried out periodically to maintain your coffee equipment properly.

### Increase Business Performance



#### Trends and insights

Recognize peak sales times, discover customers preferences, predict longtime trends, and hidden insights from your whole coffee business in minutes.

#### On-screen advertising

Wherever you are, via Connect you can run advertising, display promotions, and share videos on the screens, just in one location or in all of them.

#### Configure your coffee equipment

Remotely configure your menu, change drink recipes, update prices, and apply offers. All just in a click.

# User reviews

“Connect dashboard is my everyday tool. I turned the fleet I manage into a network of connected coffee machines”

FACILITY MANAGER

“I can predict inventory requirements based on sales trends and vary orders according to the consumption of each store. Thanks to Connect we have reduced the supply shortage by 22%”

SUPPLY CHAIN MANAGER

“I know exactly where and when I have to replace a coffee machine or to purchase a higher-capacity one. This is the best way to always have the proper coffee equipment for each location”

PROCUREMENT MANAGER

“By analyzing the brewing times and the recipes of our drinks, I’m sure that every drink we serve in our locations all over the world is always the same”

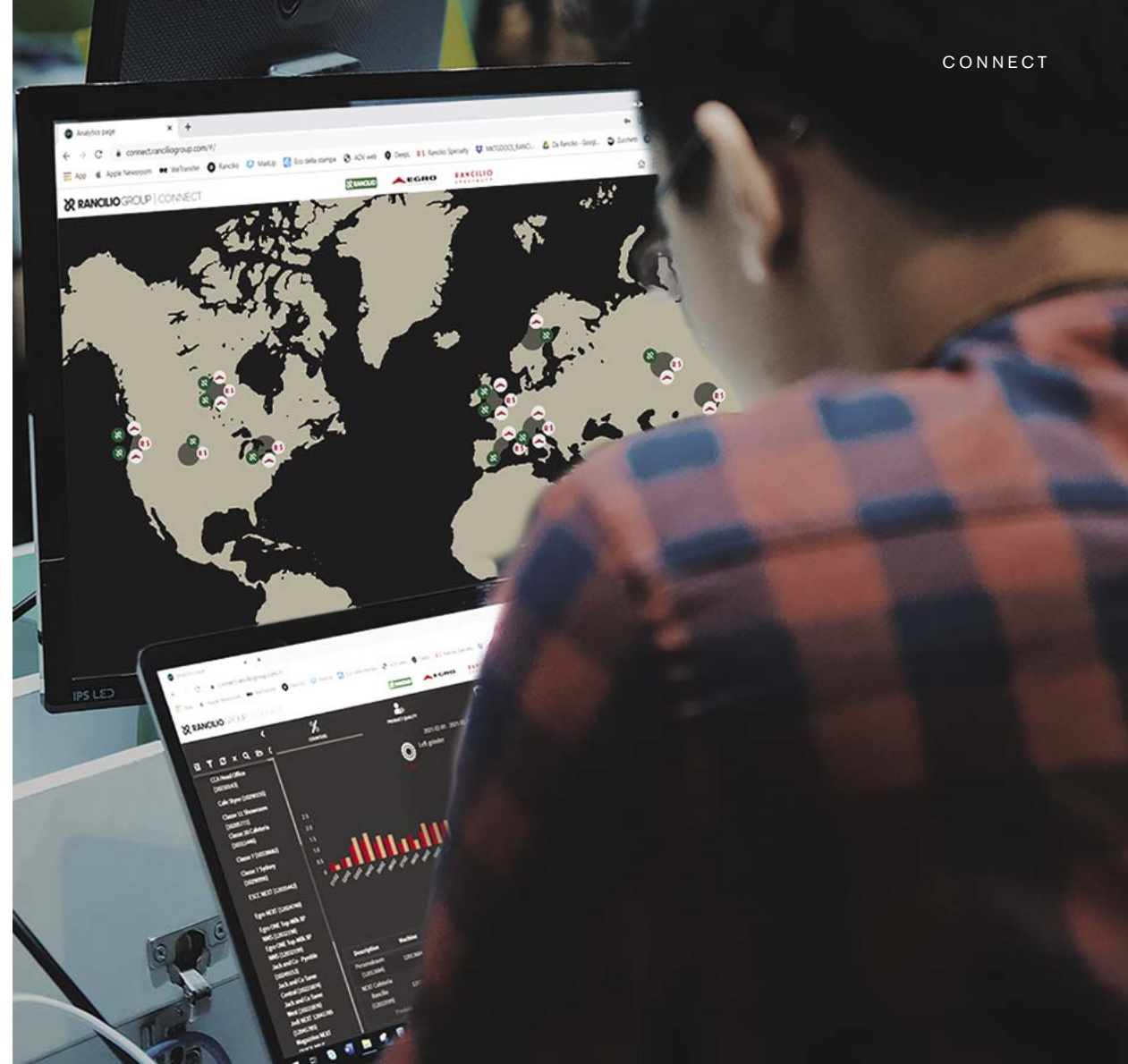
QUALITY CONTROL MANAGER

“Analyses of customer consumptions allow me to organize shifts better and, for example, employ more staff during peak times”

STORE MANAGER

“Thanks to the calendar, alerts and e-mail notifications I can schedule all day-by-day activities in my store. No more running out of coffee beans and cleaning cycles are always carried out”

STORE MANAGER



“Remotely checking the machine’s health, I know exactly how it is performing and I can quickly identify the causes of any faults and knowing where and when a part or a water softener has to be replaced”

SERVICE MANAGER

“I always have all the information about the coffee machines I manage at my fingertips: globalization, model, production date, serial number, warranty period, software installed and the history with all interventions done”

ENGINEER

“Thanks to Connect we adopted a proactive approach to maintenance, and we increased our FTF rate by 20%”

HEAD OF CUSTOMER SUPPORT

“Adjusting prices and coffee selection based on analytics, last year we increased revenues from coffee sales by 8%”

SALES MANAGER

“With the data collected I can compare the turnover generated by one coffee machine, a fleet or by store, and understand how and where to intervene to improve productivity”

BUSINESS ANALYST

“Consumption data are useful information about our customers’ tastes to update our menus and launch new promotional campaigns. Changes in sales during promotional periods allow us to assess the success of our campaigns”

MARKETING MANAGER

“I can export data or chart views into various formats for meetings or in-depth analysis”

FINANCE SPECIALIST



PRODUCTS



RS1

CONNECT



ZERO+



CLASSE 5



CLASSE 11



NEXT TOUCH COFFEE



CLASSE 9



ONE



CLASSE 20



CLASSE 7



NEXT



*MODELS	RS1	C11 usb	C9 usb	C5 usb	Next	One Touch	One Keypad	Zero+
	C20 sb/asb	C11 usb xcelsius	C7 usb	C7 s	Next Touch Coffee			
<b>GENERAL FEATURES</b>								
RS ▲ MACHINE INFO	●	●	●	●	●	●	●	●
RS ▲ NOTIFICATION								
EMAILS (WARNINGS/ ERRORS/MESSAGE)	●	●	●	●	●	●	●	●
▲ RECEIVING PRODUCT								
CONFIGURATION (RECIPES)					●	●	●	●
RS ▲ LOCALIZATION								
OF ACCOUNT'S	●	●	●	●	●	●	●	●
MACHINES ON MAP								
<b>COUNTERS</b>								
RS ▲ COUNTER FOR TOTAL DELIVERIES	●	●	●	●	●	●	●	●
RS COUNTER FOR DELIVERIES / BREWING GROUP	●	●	●	●				
RS ▲ COUNTER FOR PRODUCT TYPE + TOTAL	●	●	●	●	●	●	●	●
▲ COUNTER FOR SINGLE PRODUCT RECIPE					●	●	●	●

*MODELS	RS1	C11 usb	C9 usb	C5 usb	Next	One Touch	One Keypad	Zero+
	C20 sb/asb	C11 usb xcelsius	C7 usb	C7 s	Next Touch Coffee			
<b>MAINTENANCE &amp; CLEANING</b>								
RS ▲ CLEANING EVENTS (CALENDAR, HISTORY)	●	●	●	●	●	●	●	●
RS ▲ MAINTENANCE EVENTS	●	●	●	●	●	●	●	●
RS ▲ WATER SOFTENER USE (l)	●	●	●	●	●	●	●	●
▲ GRINDING BURRS WEAR (kg)					●	●	●	●
<b>QUALITY</b>								
RS ▲ BREWING/EXTRACTION	●	●	●		●	●	●	●
DELIVERY FLOW								
RS RATE (ml/s)	●	●	●					
▲ DRINKS STATUS (SUCCESS/STOPPED)					●	●	●	●
RS STEAM BOILER PRESSURE	●	●	●					
<b>TWO-WAY TELEMETRY</b>								
RS ▲ CLOCK TIME AND TIME ZONE	●	●	●		●	●	●	●
▲ PRODUCT PRICE					●	●	●	●
▲ PRODUCT CONFIGURATION (DRINKS RECIPES)					●	●	●	●
▲ GRINDER ADJUSTMENT (WITH SAG ONLY)					●	●	●	
RS ▲ UPLOAD VIDEOS AND PHOTOS (SCREENSAVERS, BACKGROUNDS, ICONS, ADV)					●			

\*Features listed in the chart are available for the models produced starting from January 2021. For all models produced in previous years, please check availability and compatibility.

# Pick the plan that is right for you

We offer a variety of plans to meet your needs. Please contact your local area manager for pricing and availability.

## PREMIUM



- + CONNECT DASHBOARD
- + SIM CARD
- + GATEWAY

- GATEWAY (GSM, LAN, WI-FI)
- SIM CARD (TELENOR CONNECTION) WORLDWIDE COVERAGE
- MULTI-LINGUAL DASHBOARD PROVIDED AS SOFTWARE AS A SERVICE (SAAS)
- ADMINISTRATION ACCOUNT WITH POSSIBILITY TO ADD USER, SUB-ACCOUNTS AND GROUPS
- MONITORING OF ALL DATA VIA THE RANCILIO GROUP CLOUD

CONNECT DASHBOARD  
**Data Cloud Rancilio Group**  
 SIM CARD  
**Telenor**  
 GATEWAY  
**GSM / WI-FI / LAN**

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DATA BUNDLE ≤15 MB  
**Data per Machine**  
**Worldwide Coverage**

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DATA BUNDLE > 15 MB  
**Data per Machine**  
**Worldwide Coverage**

## STANDARD



- + CONNECT DASHBOARD
- + GATEWAY

- GATEWAY (GSM, LAN, WI-FI)
- MULTI-LINGUAL DASHBOARD PROVIDED AS SOFTWARE AS A SERVICE (SAAS)
- ADMINISTRATION ACCOUNT WITH POSSIBILITY TO ADD USER, SUB-ACCOUNTS AND GROUPS
- MONITORING OF ALL DATA VIA THE RANCILIO GROUP CLOUD

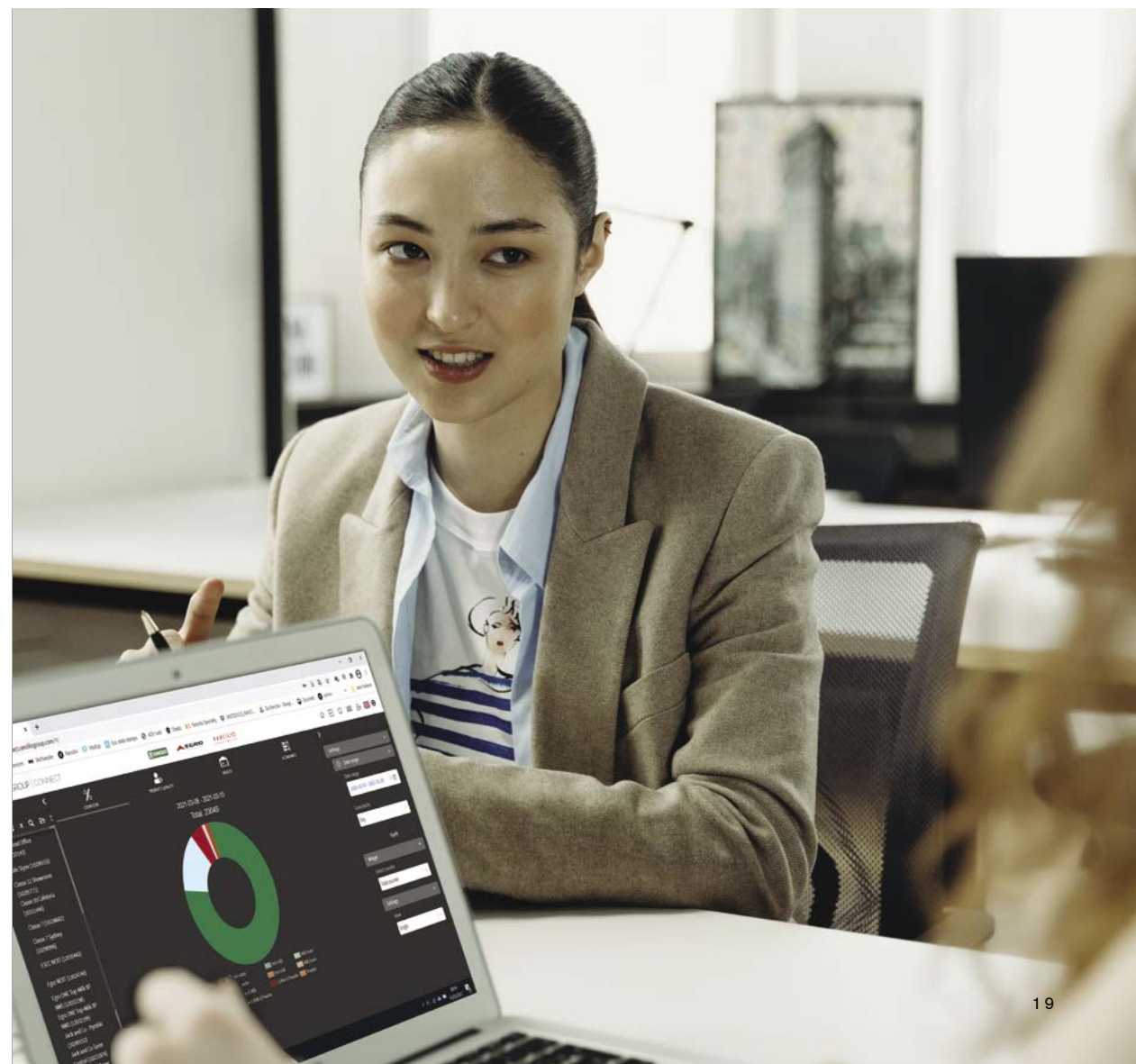
CONNECT DASHBOARD  
**Data Cloud Rancilio Group**  
 GATEWAY  
**GSM / WI-FI / LAN**

## Custom plan

None of the plans suit your business needs?

Please contact us to discover how we can design a tailor-made solution right for your business.

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