



IT'S ALL ABOUT THE MOMENT

when technology and customer
insights create more opportunities.

FRANKE

MAKE IT WONDERFUL

Franke Digital Services

YOUR COFFEE MACHINE FLEET – DIGITALLY ENHANCED

Franke offers you a range of digital services to make your business more agile and responsive, while also creating a unique customer experience. Connect your coffee machine fleet to our cloud solution for a clear view of all information crucial to your business. Reduce the need for on-site technical visits, provide hygienic touchless ordering and keep customers, as well as employees, informed and engaged. All this leaves you more time for what matters most - creating memorable moments for your customers.



ENHANCED PROFITS

Access your real-time commercial and operational data for the insights you need to drive sales performance and programs. See which drinks are performing well and optimize your offering and promotions to increase footfall, throughput and profit.



CONSISTENT HIGH QUALITY

Get the information you need to maintain high-level in-cup quality and consistency across locations and branches. Ensure drinks ingredients remain fresh and in stock, and react promptly so machines are kept clean and operating optimally.



KEEP COFFEE FLOWING

Save time and reduce on-site support with remote machine health checks and software updates. First-time fix rates are also improved since service technicians know what parts they need to bring before they visit.



BETTER, SAFER EXPERIENCE

Enhance your responsiveness to your customers' and employees' needs and expectations by connecting your coffee machine to our cloud solution. Provide hygienic, touchless ordering, communicate offers and promotions, and share relevant information.



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At Franke, we think coffee is about more than beans and machines.

It's about the moment you create an amazing coffee experience for your store's customer community using the insights you got thanks to Franke Digital Services. It's also about the moment your staff can move on to take the next order while your machine prepares the perfect cup of coffee for another customer. It's about the moment when your customers stop at your store and select their favorite seasonal coffee drink as promoted on the touch screen of the coffee machine. It's about the moment you expand your coffee service business to new locations while still maintaining that same high-level in-cup quality. And, it's about the moment first-time customers can prepare their own perfect cup of coffee.

We have the experience and knowledge to help you achieve these moments, no matter the scale of your ambitions. Because, whatever business you are in, we know it's about more than coffee.

It's all about the moment.
We can help you make it wonderful.

FRANKE DIGITAL SERVICES OFFERS YOU THE COMPLETE PACKAGE

Achieve your goals together with us. Our years of experience working within the coffee industry and supporting businesses like yours means we provide advanced coffee solutions that meet your specific needs, today, and for years to come.



MONITOR: YOUR ENTIRE FLEET AT A GLANCE

Get a clear view of your fleet with crucial information on commercial and operational performance in areas such as drink sales, coffee program promotions, machine health, cleaning, and ingredient stock levels.



DIGITAL SIGNAGE: ATTRACT, INFORM AND SELL MORE

Use that moment when you have your customer's full attention to communicate using the coffee machine screen. Promote seasonal drinks and upsell, create cross-sell opportunities and, in office settings, keep your staff informed.



TOUCHLESS: HYGIENIC SELECTION IN SELF-SERVICE

Let customers choose their beverage by using their cell phones for fast, completely contactless, and hygienic ordering. A QR code is ready for scanning on the coffee machine's display. Your customer immediately sees the coffee menu pop up on their cell phone's screen, no app or registration required.



MENU & RECIPES: CENTRALLY MANAGED FLEET

Consistency across your entire fleet of coffee machines is assured for menu and recipes when you manage your fleet from one central access point. Remote updates to your concept - seasonal beverage or menu change - reduce the need and cost for on-site technical visits.



CUSTOMIZED USER INTERFACE: ADAPT TO YOUR BRAND

Enhance your brand identity, customize your beverage selection, and simplify and speed up the self-serve selection process, all with a centrally managed concept.



WORKFLOW INTEGRATION: SEAMLESS FIT

Looking to integrate your mobile payment processes, loyalty program or internal business intelligence tools? It's easy. Your system and our cloud solution can connect seamlessly.

TAKE FULL CONTROL OF YOUR COFFEE BUSINESS TODAY

Franke Digital Services can make a significant difference to your business or program.

Contact us for a free demonstration or discover our customer references for best practices.

Email: digitalservices@franke.com

Web: digitalservices.franke.com

ACCESS YOUR FLEET DATA ANYWHERE, ANYTIME

Access all information on your cell phone, tablet or computer at iot.franke.com. No App, no installation needed.

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