



OCEANIA DISTRIBUTOR

CASE STUDY



<b>PROBLEM</b>	<b>MARKET SEGMENT</b>	<b>OUTCOME</b>
UNABLE TO SERVE COFFEE WITH SPEED, QUALITY AND CONSISTENCY	SPECIALTY CAFÉ'	IN CUP QUALITY SPEED ASTHETICS IMPROVED

As an innovator within the food sector, Savour located in the inner-city suburb of New Farm, Brisbane did not hesitate in introducing technology to accommodate their needs for beverages with an excellence in coffee service solution.



[Click on the You tube link](#) to watch all 6 episodes where Matt answers the questions relating to **WHY** the Enigma and how consistency, speed, focus and reliability amongst other things has set the business up to provide more volume at less cost without compromising in cup quality.

Co-Founders Matt and Dan Jefferis wanted to incorporate great coffee service with their popular patisserie range into the café's offering while still maintaining the welcoming reputation they had built over 16 years."

#### **PROBLEM**

During the 2020 renovation stage, COVID-19 meant things like contactless, easy cleaning and simplicity as well as productivity became the buzz words for a Café's survival. This coincided with a rethink by Matt and Dan on how to serve coffee as take away as well as serving high volume coffee service during peak periods.

Not only was it important to address the welcoming feeling of a modern, urban venue it was important to retain ownership and control of the coffee experience and keep their barista equipped with the best machine technology available.

#### **SOLUTION**

The decision to partner with Tiger Coffee to install the first Enigma E'6M/ST Super Traditional machine into Australia covered all the problems to be solved.

With a coffee turnover of 80kg per week, the installation which includes two Tiger Milk 3 x 10 litre milk bladder fridges has allowed Savour Café' to introduce new processes and training practices that were required for a busy café that could not compromise on quality or choice of ingredient, whether it be an almond milk latte or decaffeinated espresso.

OUTCOME

“WITHOUT DOUBT, THE COMBINATION OF NEW TECHNOLOGY AND SUPER TRADITIONAL DESIGN HAS ALLOWED US TO GROW OUR REVENUE AND IMPROVE OUR PRODUCTIVITY IN THE MOST DIFFICULT OF TIMES.

OUR DECISION TO INVEST IN THE RIGHT EQUIPMENT ALLOWS US TO CONCENTRATE ON OTHER THINGS; MOST IMPORTANTLY OUR CUSTOMERS”

MATT JEFFERIS.

CO FOUNDER.



**BENEFITS**

CONSISTENCY
SPEED
PRODUCTIVITY
FOCUS
AESTHETICS

For more information, please contact us at:

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