

# REFRESHMENT



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H<sub>2</sub>O direct the first decade...

*'Filtered for success'*

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Water dispensers • Coffee • Vending

Innovation insights for business growth

# Dispensers for HoReCa



unit and ensure technical support, while water businesses can guarantee consistent monthly revenue.

Burattini asserted that a rental contract can be beneficial for both water companies and HoReCa businesses: "Surely a rental model will be winning in the future, simply because it is easier for the customer. A clear offer of a monthly fee, with all included, with no risk for the customer and no major investment.

"It is not only a matter of costs; the rental model allows the customer to have the most recent technological unit and to not worry about the service and maintenance. Rental seems to become a common practice with benefit for water operators and customers."

## Role of technology

As dispensers in HoReCa businesses will have high usage volumes on a daily basis, ensuring that installed dispensers are operating effectively is essential for operators and distributors who are leasing these units.

Dispensers with integrated IoT technologies can offer a significant benefit in this respect. Cosmetal's IntelliWater platform and Blupura's recently-released Bluglass Plus can track a range of parameters, such as dispensed volumes, equipment status, CO<sub>2</sub> levels etc, helping businesses guarantee that their dispensers are in full working order.

Another company with a strong presence in the HoReCa sector and a wide IoT range is Zerica, whose product portfolio includes six IoT-enabled dispensers.

Zerica's UK business development & account manager, Gemma Tuxford, told *Refreshment* that IoT has a fundamental role to play: "2019 has been a very exciting year for the HoReCa sector – The IoT has finally come to town.

"A number of companies now have solutions which take advantage of the latest in IoT technologies, providing the ability to monitor and manage these machines more closely.

"Sensors on the machine are now transmitting valuable information

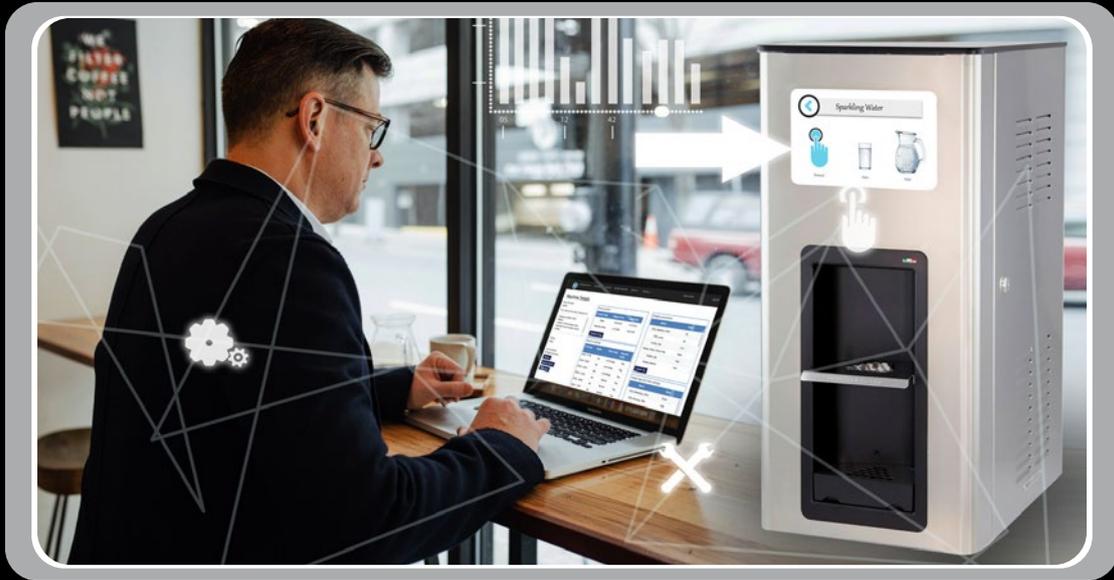
using SIM connectivity. This data is then being used intelligently for management and monitoring purposes. For example, usage and volumes can be assessed and displayed graphically by the machine to help with more individualised customer management.

"On an internet portal, you can access a personalised dashboard via smartphone or PC to view at a glance when filters or CO<sub>2</sub> canisters need changing for example. All this information helps with the planning of routine activities and the optimisation of routes for technicians.

"The result is that distributors and service companies can look after machines in the field more effectively with a reduction in emergency interventions, and an increase in remote resolutions. This is all of great importance in reducing the overall carbon footprint of servicing. ... and it helps keep support costs down too." ●



# Manage & service installed base - REMOTELY



Use **AUXILIA**, exclusive IoT-enabled software, to manage & service installed base - REMOTELY

#### PRACTICAL:

- Alerts for regular maintenance
- Warnings for technical issues
- Remote switch-off/on

#### SUSTAINABLE SOLUTIONS:

- Plumbed-in (no plastic!) with clearance for refillable bottles
- 100% stainless steel
- R600a refrigerant gas
- Energy efficient Direct Chill cooling

#### REMOTE MANAGEMENT & SERVICING WITH AUXILIA:

- Easy internet portal access from any PC/phone
- Dashboard overview for management at a glance
- Graphs & key data analysis by customer by machine
- Run remote diagnostic
- View and MODIFY parameters remotely
- Optimally plan routine maintenance
- Resolve problems remotely
- Minimise emergency call-outs
- Never arrive on site unprepared

Watch that first-time fix rate soar!

### Full range of IoT-enabled touchscreen products:



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