



Images: BibeCoffee.

◀ BibeCoffee's solutions have saved one client more than 33 per cent of their annual technical visit expenses, and increased brew quality by 25 per cent.

Quality revolution

How BibeCoffee is helping roasters, chains, coffee shops, and manufacturers stay ahead with real-time data, automation, and ecosystem connectivity.

IN AN INDUSTRY driven by quality, consistency, and operational efficiency, coffee telemetry is becoming the new standard. For years, many coffee businesses have struggled with fragmented operations, lack of real-time visibility across locations, and inconsistent quality. Whether managing espresso machines, super-automatic machines, capsule systems, grinders, or water filters, some businesses have faced operational blind spots – until now.

BibeCoffee is shaking up coffee management with a seamless IoT telemetry solution that connects every asset in the coffee ecosystem, providing transparency and control at scale.

“The coffee industry is undergoing a major shift. Coffee telemetry is becoming the new standard, and businesses that adopt it will lead in quality, efficiency, and cost savings,” says BibeCoffee

CEO Vasilis Apostolopoulos. “Our technology empowers roasters, chains, and manufacturers to remotely track performance, gain visibility on brewing quality based on data, predict failures, and optimise operations across thousands of machines worldwide.”

The device can be integrated into any volumetric coffee machine, regardless of age, model, or technology. It collects data from multiple sensors and converts it into actionable insights for coffee machine performance and business efficiency, which is accessible through an intuitive online platform and intelligent tools.

The device provides real-time GPS location data, and with ongoing connectivity through a SIM card, it enables continuous monitoring of the machine, even if it's relocated. Furthermore, it can also connect to the coffee machine board and get information

directly from its protocol.

“These factors are crucial for asset management – especially for clients who manage thousands of coffee machines globally, because knowing where each machine is and how it's operating is critical,” says Apostolopoulos.

Now, coffee chains, café owners, roasters, and coffee machine distributors and manufacturers can enjoy efficient asset management, quality consistency, and operational agility at their fingertips.

“Our clients no longer have to depend on local machine readings or multiple dashboards from different manufacturers,” says Apostolopoulos. “BibeCoffee centralises everything on a single platform, giving enterprises full control over their assets globally with customisable permissions to meet the complex needs of their organisation.”

With BibeCoffee, users can ensure quality

consistency by maintaining uniform brewing standards across all locations.

The platform was designed to help boost sales performance by identifying sales patterns and inconsistencies that may be affecting revenue. It also optimises machine utilisation by identifying underused assets and redistributing resources efficiently.

“What's more, BibeCoffee helps predict and prevent failures, reducing downtime and cutting maintenance costs with proactive alerts. And it also supports sustainability and compliance by tracking water usage, energy consumption, and carbon dioxide emissions to ensure adherence to sustainability guidelines,” says Apostolopoulos.

He highlights how this data-driven approach has proven valuable for BibeCoffee's clients, with one success story standing out as a prime example of the impact the company's solution can have.

With BibeCoffee, this client has connected 15,000 coffee machines across multiple countries to gain control over its assets, uncovering inefficiencies costing them millions. Before implementing telemetry, certain distributors had up to 30 per cent of their machines idle in warehouses without visibility, leading to unnecessary purchases and service calls.

“Furthermore, after implementing our solution, they reduced their annual technical visit expenses by more than 33 per cent. By receiving automated maintenance alerts and proactively identifying issues with their coffee machines, they were able to efficiently schedule technician visits only when necessary and send the right spare parts in advance, preventing major malfunctions,” he says.

Apostolopoulos believes another major benefit for the client was an improvement in coffee quality, with the client able to boost the quality of their brews by approximately 25 per cent, leading to a noticeable increase in customer satisfaction.

“Through their loyalty program, they found customers were returning to their stores more often, which ultimately resulted in increased sales and higher revenue,” he says.

Meanwhile, using BibeCoffee, smaller businesses can visualise metrics such as brewing quality by the hour and identify areas where baristas may need additional training. For instance, if the morning barista is underperforming compared to the afternoon shift, the data helps pinpoint inconsistencies.

They can also track if the machine is being

cleaned regularly and if the coffee shop is adhering to green protocols.

“This level of data is especially useful for sales area managers or coffee experts who visit shops regularly. Previously, their understanding of a shop's performance was based solely on sales numbers and their personal observations,” he says.

Now, users can utilise data to gain deeper insights, not only understanding how the shop is running but also helping the team improve its performance.

Apostolopoulos says BibeCoffee devices can be installed directly into coffee machines in the factory for new orders, so customers can receive them with the device already embedded. The device can also be ordered directly through manufacturers or retrofitted into an existing machine.

Beyond HoReCa, BibeCoffee is developing solutions to track consumer habits in domestic lines, which are expected to launch by the end of 2026.

“With capsule coffee machines, the manufacturer or roaster needs to know which capsule is being used in order to target advertisements and determine which capsules to focus on for sales in convenience stores,” says Apostolopoulos.

Despite the industry moving towards automation, and coffee machines at some point expected to provide enhanced solutions and more detailed insights into performance, currently users may not have access to aggregated data.



▲ BibeCoffee CEO Vasilis Apostolopoulos.

“They need to have the flexibility to work with different brands and avoid being locked into one ecosystem and not be dependent on data from a single manufacturer,” says Apostolopoulos.

“Even if you have a high-tech coffee machine that shows local information about its performance, the real value of our system is that we aggregate data from all the coffee machines in a fleet. Regardless of the brand or quantity of machines you have, all the information is centralised and presented on one platform, providing a unified view of the entire fleet's performance.”

What's more, these businesses don't have to invest in the high-end, data-heavy solutions of automated coffee machines. BibeCoffee's approach can be integrated with low-end models that still provide the necessary insights.

The data is presented through a user-friendly platform – delivered directly to the user's phone with customised reporting tailored to their needs. Once logged in, users have access to all their data. For businesses with multiple locations, the platform displays data from each venue.

“You can see the number of cups, dosages, extraction times, recipe adherence, and other relevant metrics for each store. If you have a store with multiple coffee machines, you can view the data from each machine individually or in aggregate, depending on your preference,” says Apostolopoulos.

“The platform allows you to deep dive into the performance of each coffee machine. You can view data for specific machines at a particular location or zoom out to see overall store performance. This level of detail helps users monitor everything in one place, whether they're managing one machine or several.”

Additionally, automated alerts notify users via email when important events occur, such as a malfunction or significant change in performance, flagging issues in real-time and allowing businesses to address them promptly.

Apostolopoulos assures the software is not only fully upgradable, but also a transformative digital solution.

“As new trends emerge and technology evolves,” he says, “the system seamlessly adapts to ensure efficiency, quality excellence, innovation, and uninterrupted operations.” **GCR**

For more information, visit bibecoffee.com