

Profiles of Success



Customer Case Study: BUNNlink®

Using modern technology to assist operators with daily service routines can lead to greater consistency in both beverage quality and equipment performance. Read how BUNN used its latest innovation and technology to assist a global chain in providing consistently outstanding beverages.

The Client Issue

A global quick service chain was looking to upgrade the quality of its espresso offerings. Knowing it would need intricate, high-performance equipment in a demanding service environment, the chain was looking for ways to monitor equipment performance to provide alerts to when maintenance would be required.

Proposed Solution

Upon being notified of the chain's desire to improve its espresso offerings and wanting to gain chain-wide knowledge of equipment's performance and maintenance, BUNN suggested Sure Tamp® equipped with the BUNNlink® wellness program for its desire to upgrade its espresso menu.



The BUNNlink® wellness program was designed to minimize equipment downtime and maximize profits. It utilizes a progressive, cloud-based service support so both routine and on-demand maintenance is coordinated with proprietary machine-to-machine (M2M) communication. This enables remote monitoring, configuration and management of geographically disbursed equipment.

BUNN and the chain agreed to place Sure Tamp with BUNNlink in 10 different restaurants in locations throughout the globe for a year to evaluate both the equipment and software.

Solution Evaluation

Both Sure Tamp and BUNNlink's performance pleased the chain and its operators during the evaluation time. Operators were delighted to receive BUNNlink alerts for situations when equipment was not operated properly, tasks had been skipped, units needed attention, or there were equipment technical needs.

It was found that BUNNlink ultimately helped increase machine up time, reduced repair cost, and ensured a great tasting specialty coffee beverage in the cup.

Final Results

Once the 10 store evaluation period concluded and operators provided feedback, the chain began a process of installing over 250 Sure Tamp machines featuring BUNNlink in various locations throughout its chain. The company also has a future goal of adding additional equipment in the immediate future.

To find out how BUNN can provide solutions to your beverage dispensing equipment needs, visit www.bunn.com/Sure-Tamp or to speak directly with someone about questions or inquiries contact your local sales representative or call 800-637-8606.