

How BusinessKPI helped Equator Coffee Roasters automate their data, save over 30 hours of team time per month and gain holistic insights into profitability

EST. 1998
EQUATOR
COFFEE ROASTERS

30-40
team hours
saved
per month that were
otherwise spent in
manual data
collection

5-10%
savings in
labor costs
for front-end café
services after
informed
adjustments

**Quicker
decisions**
+
adjustments
leading to cost
savings and
profitability

More clarity
on
crucial KPIs
contributing to
production
efficiencies

The Client

Equator Coffee Roasters is a growing Ottawa-based business that has been roasting, delivering and serving fresh, fair-trade, organic coffee since 1998. They operate five cafés across Ottawa and one head office and roastery that deals with wholesale and online retail of their products.



“What BusinessKPI has done for us is to automate that data collection and present it in a way that's really easy to interpret so that I can look at any of the stores' scorecards at any point in time and know where things are at and **address them proactively**. And our managers don't have to spend that time collecting the data. They can actually just open up their computers and be able to see it and understand it and know if they have to make adjustments, whether it's through labor or cost of goods.”

AMBER HALL, Co-owner, Equator Coffee Roasters

Challenges

- Managing manual data collection, compilation and analysis across five different cafés and one wholesale unit
- Spending too much time trying to bring all of that data together in one place to assess business activities, solve problems and make efficient decisions
- Reacting too late to problems leading to lost revenue and heightened costs

Solution

- Customized dashboards and a centralized data warehouse that brings all their data together in one place to allow for a 360 degree view of their business metrics, along with support from consultants who are willing to go the extra mile to access key performance indicators that truly matter to their operations.

Results

- Holistic insights into production and labor profitability
- Being proactive, rather than reactive
- Saving 30 to 40 hours of team effort per month that were spent in manual data collection, compilation and assessment
- 5 to 10% savings in labor costs in their cafés per month after quick informed adjustments to labor hours
- Savings in cost of goods implemented at a quicker rate each week
- More clarity on their key numbers to be able to maintain production efficiencies
- Being able to give back to their team by providing raises after implementing cost efficiencies

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