



eXpresso PLUS's range, professionalism and flexibility left a nice taste with McColl's: *"I would absolutely recommend eXpresso PLUS to other convenience businesses. With their range of solutions to meet several stores' needs, they have something to suit everyone. And any problems we have encountered have been dealt with efficiently and in a timely manner. For us to be able to choose our own price points too is a great advantage. The coffee is amazing, whether Nescafé or Lavazza, and the look and feel of the machines fit well into stores"*, Nicole Bird, Food to Go Commercial Manager.

400

coffee2go
stores

over
2mil

drinks
sold

6

year
partnership

2,000

training
visits

2019

McColl's renew their framework with eXpresso PLUS for **another 5 years**

2016

McColl's are one of the first to introduce eXpresso PLUS's exclusive coffee 2 go machine, **Lavazza Eleganza**

2014

McColl's choose eXpresso PLUS as one of their **preferred coffee partners**, rolling out with Nescafé to go

2020

Over **400** eXpresso PLUS coffee to go machines now in-store

2018

Lavazza coffee to go is rolled out in to **45 additional stores**

2015

They introduce eXpresso PLUS coffee 2 go solutions into **140 stores**

MCCOLL'S CHALLENGE

McColl's approached **eXpresso PLUS** when they discovered the increasing demand for coffee to go. The positive correlation between hot drinks sales and food to go, coupled with consumers becoming more coffee conscious, led McColl's to look for a coffee2go supplier that could provide them with a range of machine options.

SOLUTION

RANGE

McColl's partnered with eXpresso PLUS because of the impressive solution range to suit all store sizes. Nicole explained, "One solution just wouldn't fit all of our site's needs. We needed an option that commercially worked for a store selling around 10 cups per day as well as a store selling 30+ a day."

CUP NUMBERS

McColl's was also impressed that eXpresso PLUS's coffee machines were not restricted by cup throughputs; there's no penalty for minimum cup sales, unlike many of their competitors. McColl's could also choose the price point of coffee on a store-by-store basis, focusing on local competition and customer demographics.

HIGH QUALITY COFFEE

When it came to taste, having good tasting drinks wasn't enough. McColl's needed to offer a brand which consumers would recognise to compete with other convenience stores and high street coffee shops. Nicole described, "As well as the choice of solutions, an important aspect for us was the coffee brand. Both Lavazza and Nescafé offered superior tasting drinks and are brands that our shoppers know and love."

PARTNERSHIP SUCCESS

Installation

McColl's found the installation process exceptionally good throughout. Nicole commented "eP plan ahead and work around our stores to avoid as much disruption as possible." After each installation, eXpresso PLUS send photos and capture feedback from store managers. Nicole continued, "It's great to hear direct from our staff on how the set-up has gone and saves us time in getting this ourselves."



Customer Service

At eXpresso PLUS, outstanding customer service is a key focus. McColl's has a weekly Monday call with the eXpresso PLUS team to discuss new and upcoming installs, drink sales and highlight pressing matters for the week ahead. "The team is a great bunch of people to work with and have the customer in mind throughout each decision-making process, so you feel you're in good hands." said Nicole.

Satisfaction

Over six years, McColl's has introduced an eXpresso PLUS coffee to go solution into over 400 stores offering a mix of Nescafé and Lavazza coffee to go machines. "Quality and choice were two key factors for us in creating a long-term strategy, and eXpresso PLUS ticked both boxes.", revealed Nicole.

