

**coffee unlimited**

Located in the heart of downtown Chicago, Coffee Unlimited is Chicago's largest coffee and vending service, in business now for over 44 years, servicing the entire Chicagoland area. Coffee Unlimited stocks over 1500 items, delivers 100% of their orders the next day, and handle most of their service calls the same day, with a percentage within 2 hours.

**Results:**

- Website integrated with NAV
- Able to track each asset within a field
- More efficient, informed service for customers
- Data entry time decreased

**Industry:**

Services

**Country or Region:**

United States

**Technology Environment:**

Microsoft Dynamics NAV

**Connect with Coffee Unlimited:**



# Coffee and Vending Compay Improves Efficiency and Service Quality with Dynamics NAV

*"Our data entry time for order entry has greatly decreased, web orders are already in the system, we simply print them out to fulfill. All those saved phone calls, faxes, and data entry make us far more efficient."*

Cary Izzi, General Manager, Coffee Unlimited

Coffee Unlimited is an organization that supplies other Chicagoland organizations with coffee and vending service. People contact Coffee Unlimited for many reasons, from questions about which type of coffee is preferred to seeking vending services and support. Having up to date, organized, and easily accessible information regarding Coffee Unlimited's stock of over 1500 items is a vital part of their company.

Coffee Unlimited decided to look for an Enterprise Resource Planning (ERP) software to replace Everest because it limited them as to how to analyze customers on a deeper basis and track the actual operational cost each had.

## Organisational Needs

Coffee Unlimited set a goal to improve efficiency. The coffee and vending service's Enterprise Resource Planning software was inefficient, with detailed customer analysis problematic, and so it became necessary to change. An exceptional amount of manual effort was being spent by staff updating and managing on the old system and the coffee and vending service was keen to improve efficiency in these areas. Initial Enterprise Resource Planning requirements identified included:

*"We now track each and every asset in the field."*

Cary Izzi, General Manager,  
Coffee Unlimited

- Asset tracking system
- Modernization
- Having a presence on the web that allows customer to order online
- A platform that Coffee Unlimited can grow with

## Improved Service Quality and Efficiency

### The Solution

Solution Systems, Inc. worked with Coffee Unlimited's employees and users to understand their needs and recommend a tailored Microsoft Dynamics NAV solution to meet their tracking, information sharing, and software requirements. Microsoft Dynamics NAV was identified as a particularly good fit for Coffee Unlimited because of its phenomenal ability to provide real-time up to date asset tracking and the ability to be continually tailored as Coffee Unlimited evolves.

Coffee Unlimited already used Microsoft Windows, Office and other products internally and so Microsoft Dynamics NAV's familiar, integrated interface helped ease the learning curve for their internal users.

Now that the initial deployment is complete, Coffee Unlimited has begun thinking about future plans and new capabilities. Cary Izzi said, "We would love to tie in our vending operation somehow into NAV. We have the actual assets tied in, but to then take the next step to product and money tracking would be great. We would also love an app for our customers to order online as well."

## Results

Centralizing information in Microsoft Dynamics NAV has supported Coffee Unlimited's plan by providing accurate reporting and offering an Enterprise Resource Planning software that will evolve as the company evolves. The benefits to Coffee Unlimited are numerous.

*"We have a fully functional ordering website fully integrated in NAV."*

Cary Izzi, General Manager,  
Coffee Unlimited

Cary Izzi whom commissioned the project, when responding to whether or not Microsoft Dynamics NAV helped your organization achieve the goals you set before purchasing a new Enterprise Resource Planning software said, "It has. We now track each and every asset in the field. We realize now we are more of an asset management company than anything else. We have a fully functional ordering website fully integrated into NAV. Our data entry time for order entry has greatly decreased, web orders are already in the system, we simply print them out to fulfill. All those saved phone calls, faxes, emails, and data entry make us far more efficient."

## Next Steps

- [Connect with Microsoft Dynamics](#)
- [Connect with Solution Systems, Inc.](#)



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For more information about Microsoft Dynamics, go to:

[www.microsoft.com/dynamics](http://www.microsoft.com/dynamics)

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