

Concordia Coffee Systems

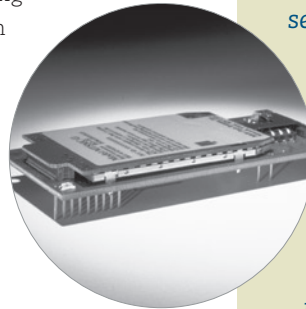
Remote Systems Monitoring of Automated Espresso Machine

Remote systems monitoring is an important tool for manufacturers of automated equipment. For Concordia Coffee Systems, the leading producers of automatic espresso machines, the ability to get real-time statistics and information allows for smoother operations. This is made possible by Multi-Tech's SocketModem embedded modem module.

Concordia Coffee Systems offers a range of automated espresso machine models to meet the unique needs of a customer's operation from moderate to high volume locations to multi-tasking attendant operations or 24/7 self-serve venues. Everything needed to make freshly brewed espresso beverage is designed into each machine. At the push of a button, the Acorto 2500i automatically grinds fresh whole espresso beans to make a perfect espresso shot, while fresh cold milk is steamed to make a perfect cappuccino, latte, Americano or black coffee in less than a minute. It is designed for multiple locations throughout corporate and healthcare foodservice operations, universities and supermarkets.

Embedded into each automated espresso machine is a Multi-Tech SocketModem modem module. The modem integrates the data pump, controller and data access arrangement (DAA) into a space efficient 1" x 2.5" design. Utilizing AT-style commands, it works with the unit's software to provide a dial-up connection, allowing the espresso equipment to send machine statistics reports to an FTP server. Access to real-time data such as drink counts, equipment diagnostics and easy programming allow the operator to precisely control the perfect drink profile. In addition, a remote paging system notifies the operator with system warning alerts when the machine needs milk, beans or cash to continue operation virtually eliminating machine downtime.

"We chose the Multi-Tech SocketModem module based on its reliability, low cost, full feature set and small footprint," explains Wayne Stearns, VP of Operations at Concordia Coffee Systems. "We have found the SocketModem module to be problem free and have received excellent technical support from Multi-Tech."



SocketModem

- Complete modem solution including the controller, data pump, and DAA
- Global compliance
- Universal socket connectivity
- Quick-to-market solution
- Serial or Parallel interface

Concordia Coffee Systems,

is a privately held company in Bellevue Washington specializing in automated self-serve and attendant-operated commercial espresso systems. The company was formed in September 2004 when key executives of Acorto acquired the assets of that firm. Concordia is the leading U.S. manufacturer of automatic espresso machines that broke new ground in 1990 by incorporating the milk-steaming process, coffee bean grinding and brewing in a single machine.



Concordia has penetrated multiple markets around the world utilizing the Acorto-brand machines. Major markets served include managed foodservices, healthcare, colleges and universities, hotels and resorts, business and industry, and casual restaurant chains.

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