

Kopi Kenangan partners with Nimble to **scale rapidly** as they **grew over 1000% in 2 years**

Discover how we supported this coffee chain to maintain their standards and elevate their customer experience as they grew rapidly from 39 → 500+ stores in two years.

kopi kenangan 

Industry

Wholly company-owned
Coffee Chain



Users
760



Location
521



Nimble plays a strategic role in accelerating information dissemination and problems solving in Kopi Kenangan.

Tondi Sihombing

Operations Manager
Kopi Kenangan



About Kopi Kenangan

Kopi Kenangan is a fast-growing wholly company-owned coffee business chain in Indonesia. To attain the vision to be the largest coffee chain with high quality and affordable products for the public, Kopi Kenangan carries the 'grab and go' concept.

Since the product's quality is the main factor, Kopi Kenangan needs to pay extra attention to the company's operational standards.

Challenges

Maintaining product and service quality in compliance with the standards simultaneously in more than 500 outlets at all times is not an easy task. With a non-franchise business model, all aspects of the business, from strategy to execution, are managed by the Kopi Kenangan team.



To monitor the business operations, each Area Manager is required to visit the outlet every week. Due to limited resources, each Area Manager can only visit 2 outlets/week.



Problems found from the inspection and issue records from the outlet logbook are then summarized in a report and sent to the head office. It is common for these reports to be lost or forgotten to be sent.



The reports are then compiled and transferred to spreadsheets by headquarters staff. If there are reports that have not been received, head office staff will follow them up manually.



Over time, with the increasing number of Kopi Kenangan outlets, these hardcopy reports require more storage space. The amount of paper used for reporting alone can reach 22,000+ sheets of paper per year.

Nimbly Solutions

Kopi Kenangan finally decided to look for technology to monitor operational standards across its branches efficiently and decided to use Nimbly.



Regular checks ranging from opening, machine calibration, and closing are all checked by outlet staff daily using a digital checklist. Because the Kopi Kenangan team no longer needed to compile reports manually, Kopi Kenangan **saved 53,000+ hours of work.**



Then, Management Team(MT) can monitor the report's completion through the Nimbly admin dashboard. With this data, MT can minimize the time spent following up with Area Managers who forget to send reports and Kopi Kenangan team **completed 99% of their scheduled reports.**



As the **frequency of inspection of outlets increased by up to 3x** than before, the Kopi Kenangan team was able to **identify and prevent problems** related to damage to grinder machines and errors in raw material storage. That way, Kopi Kenangan managed to avoid a loss of IDR 3.9 billion.



With the geolocation feature, staff can only work on reports if they are at the correct location. With the live photo feature, staff cannot upload photos that are not taken directly from the camera on the spot. With these features, the Management Team can **prevent fraudulent acts during inspections.**



Kopi Kenangan also conducts mystery shopping once a month using ad-hoc reports. The management team can see mystery shopping results **immediately after the inspection is complete** and displayed in the Nimbly analytics dashboard. The data can then also be downloaded easily.

Results



53,000

hours of work
saved annually



100%

eliminates paper
use. 22,000+ papers
are saved annually



Learn how you can reduce your operating cost. Get your free consultation, today!

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