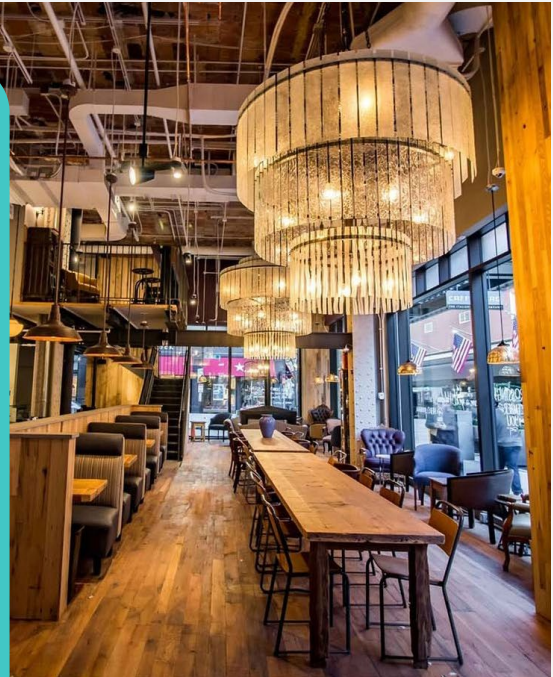


How Caffè Nero Scaled to 1,100 Locations Across 11 Countries with Crunchtime Inventory

Caffè Nero Group evolved from a London-based boutique coffee shop into a global powerhouse with 1,100+ locations across 11 countries. To support this massive scale, they replaced a fragmented network of 17 supplier portals and manual, paper-based stock tracking with Crunchtime Inventory. This digital shift has enabled proactive forecasting and the ability to set up 50 new stores in a single week (when needed).



 1,100+ Dining Locations
  QSR / Cafes
  Global
  Crunchtime Inventory

17 Vendor
Portals Consolidated

Minutes
Per Store Setup

Unified
Global Supply Chain

Challenge

Limitations of Systems That Don't Scale with a Global Footprint

As Caffè Nero expanded rapidly across multiple markets, its back-of-house operations struggled to keep pace. Adam Tekiela, Senior Systems Analyst at Caffè Nero, witnessed much of that growth firsthand over the last 17 years and noted, **“For a very long time, our inventory was paper-based.”** Managing stock counts and supply orders on paper across a growing number of stores created inefficiencies that compounded with every new location.

The ordering process was equally fragmented. Adam explained, **“Previously, we used to have 17 different portals for orders, as every supplier had a different way of ordering.”** Staff had to navigate a patchwork of

supplier-specific systems, each with its own interface and workflow—a burden that only intensified as Caffè Nero’s international footprint grew.

“Crunchtime Inventory is our main ordering solution now, used for every single supplier across all of our 11 countries.”



Adam Tekiela
Senior Systems Analyst
Caffè Nero

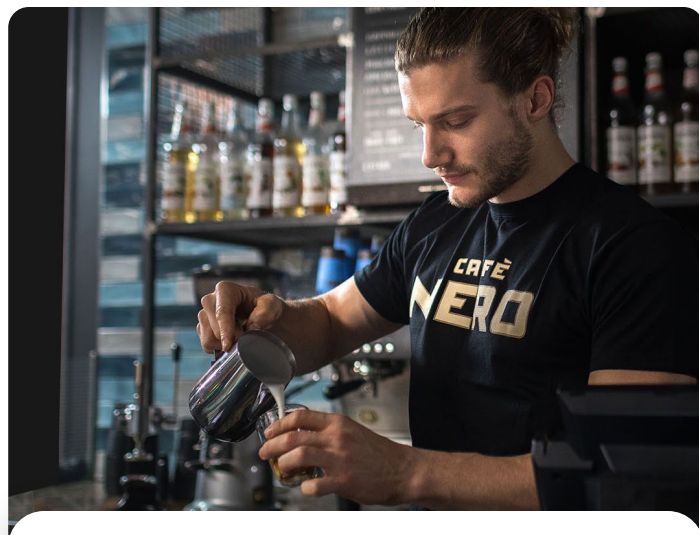
Solution

Unifying the Global Supply Chain

Caffè Nero adopted Crunchtime Inventory to consolidate its fragmented ordering processes into a single, unified system. Adam noted, **“Crunchtime Inventory is our main ordering solution now, used for every single supplier across all of our 11 countries.”** Where staff once juggled 17 separate supplier portals, they now place every order through one consistent interface.

This standardization brought clarity across the organization. **“Having the same message to every administrator and every supplier makes a massive difference. It makes decision-making so much easier,”** Adam added.

The team also makes full use of Crunchtime’s powerful reporting capabilities. Adam explained, **“The report that made a massive difference for us is the actual versus theoretical report. The way we’ve set it up within Crunchtime, it immediately provided us with an opportunity to identify which types of products are the biggest pain points.”** With these tools in place, Caffè Nero shifted from reactive to proactive, as Adam put it, **“Rather than reacting to issues, we can forecast and be better prepared.”**



“Sometimes we need to set up 50 stores within a week. When things are in the right place and set up in the correct order, it only takes a couple of minutes to set up a new store.”



Adam Tekiela
Senior Systems Analyst
Caffè Nero

Results

Operational Agility at Scale

With Crunchtime fully embedded across its operations, Caffè Nero has sustained its rapid international growth without adding operational complexity. Crunchtime’s standardized setup process has proven especially valuable as the company opens new locations at scale. Adam shared, **“Sometimes we need to set up 50 stores within a week. When things are in the right place**

and set up in the correct order, it only takes a couple of minutes to set up a new store.” What once required navigating multiple systems and manual workflows now follows a simple, repeatable process. This enables Caffè Nero to expand confidently across markets while maintaining consistency and control over its inventory operations from day one.

