

Contract Manufacturing / Case Study #2

Client Problem:

This customer had just experienced a growth explosion for their coffee shop chain business causing them to seek out other roasting options as they had exceeded their own capabilities.

Situation Analysis:

These guys needed to roast some coffee, a lot of coffee. So, after speaking with them our coffee consultants determined we had the capacity to help them continue to grow their business. Their product was great but they needed more of it as the business expanded.

Proposed Solution:

Product: Samples of their existing product line were brought in to our Lab and our Quality Analysis worked to match the beans themselves and determine the roast settings needed to match their existing flavor profile.

Equipment: Our manufacturing plant was able to work with the customer to accommodate an additional 2 million pounds of coffee being roasted and packaged to the correct specifications.

Distribution: We worked with the customer to ensure deliveries would be ready for the designated carriers to arrange pickups for their deliveries nationwide.

Service: Our green bean sourcing team was able to import the necessary beans into the Country. Our Quality Analysis team was then able to work with our roasting team to match the flavor profiles to the client's expectations.

Solution Rationale:

This customer needed help roasting more coffee, and not just any coffee, their coffee. Contract manufacturing partners need to be able to nimble to accommodate different specifications from blend to blend. We were able to work together with the customer to ensure product consistency from coast to coast.

Final Results:

In a short amount of time, we were able to accommodate this customer's needs enabling them to continue to grow at a rapid pace. Anyone knows, you have to strike while the iron's hot. We were able to assist this customer in doing just that.