

Melitta Professional Coffee Solutions GmbH & Co. KG

Passion for coffee enjoyment since 1908 – with tailored solutions for our partners' success in the out-of-home market.



Special conditions
for Astore-Members

SERVICES

Most recognized for :
Fully automatic coffee machines

Maintenance : 100% Integrated

First-time repair rate : >94%

Net-Promoter Score: 68

Own technicians: >400

Global service locations: >70

CSR

Ecovadis Score :
54/100

Certifications



Range Eco - Midscale - Upscale



Contact :

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www.melitta-professional.com

Melitta[®]
PROFESSIONAL

SCOPE COVERED : ALL EUROPE & NORTH AFRICA

ASTORE

SIMONELLI | GROUP



18% Discount
On public prices

SERVICES

Most recognized for :
TRADITIONAL Machines

Maintenance :
Outsourced (managed by
branch offices or official
distributors)

First-time repair rate : 80%

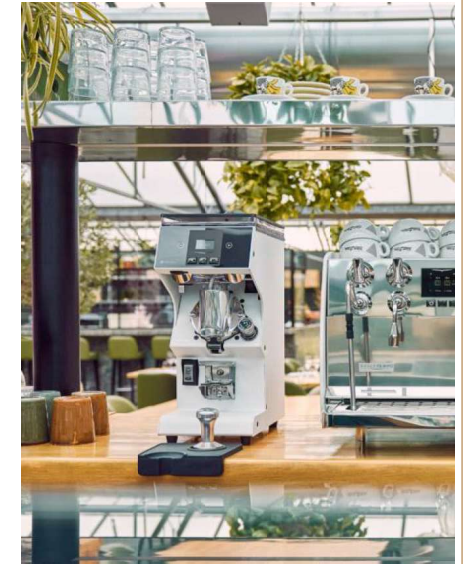
CSR

Ecovadis Score :
67/100

Certifications
ISO 9001
ISO 14001
ISO 45001

Simonelli Group SpA is an industrial group that brings together Nuova Simonelli, Victoria Arduino and 3TEMP brands, driven by a shared purpose to empower coffee communities to provide the best cup experience.

The Simonelli Group name stands for high-performance equipment, forward-thinking and sustainable coffee technology, exceptional quality, and cutting-edge design worldwide.



Contact :

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www.nuovasimonelli.com
www.victoriaarduino.com
www.3temp.com

Office : Simonelli Group, Via E. Betti, 1 – 62020 Belforte del Chienti MC - Italy

SIMONELLI | GROUP

SCOPE COVERED : FRANCE/MONACO/ANDORRA, SPAIN, PORTUGAL, ITALY, SWITZERLAND, AUSTRIA, GERMANY, NETHERLANDS, BELGIUM, LUXEMBOURG, UNITED KINGDOM, IRELAND, POLAND (don't hesitate to ask for quotation for other countries).

ASTORE

Bravilor Bonamat

Manufacturer of professional middle and premium machines for filter coffee, espresso and hot breakfast beverages. Dutch group (Heerhugowaard - Netherlands) founded in 1948, with 10 subsidiaries in Europe (Netherlands, Norway, Sweden, UK, Germany, Poland, Belgium, France, Italy, Spain) and 1 in the USA, and an extensive dealer network in over 140 countries.



% Discount

On public prices

Discount range = from 15% to 26%

SERVICES

Most recognized for :
Filter

Maintenance :
Outsourced

First-time repair rate :
depending on machine
model, please consult us

CSR

Ecovadis Score :
73/100



Certifications :
ISO 9001
ISO 14001



Hotel range : midscale



B5 HW
Art. Nr. 4.102.601.110



B10 HW
Art. Nr. 4.213.101.110

B20 HW
Art. Nr. 4.323.001.110

Hotel range : upscale



Aurora Twin High 230V
Art. Nr. 8.040.160.32004

Aurora Twin High 400V
Art. Nr. 8.040.170.12004



Aurora Single High 230V
Art. Nr. 8.040.140.32004

Aurora Single High 400V
Art. Nr. 8.040.150.12004



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SCOPE COVERED: FRANCE-MONACO / SPAIN / PORTUGAL / ITALY / SWITZERLAND / AUSTRIA / GERMANY / NETHERLANDS / BELGIUM / LUXEMBOURG / UK-IRELAND / POLAND

**BRIVILOR
BONAMAT**

ASTORE

Cimbali Group

Representing over 100 years of history, technology, design and Italian style . We are an Italian multinational company specializing in the design and production of professional espresso machines and equipment dedicated to the coffee world. Four Brands under the same Group (Casadio,, LaCimbali, Faema and Slayer)



30-38 %
On public prices



Range Eco - Midscale - Upscale

SERVICES

Most recognized for :
(traditional barista machines, grinders, fully automatic machines, accessories)

Maintenance : Integrated

First-time repair rate : 85-90% (markets average)

CSR

Ecovadis Score :
60/100

Certifications



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LA CIMALI


SCOPE COVERED : FRANCE/MONACO/ANDORRA, SPAIN, PORTUGAL, ITALY, SWITZELAND, AUSTRIA, GERMANY, NETHERLANDS, BELGIUM, LUXEMBOURG, UNITED KINGDOM, IRELAND, POLAND, HUNGARY, CZECH REPUBLIC (don't hesitate to ask for quotation for other countries)

ASTORE



At Selecta, we are more than a provider; we are your dedicated partner in delivering exceptional coffee experiences across Accor's global portfolio.

Selecta Group is a coffee and food tech company with a leading route-based, self-service distribution network in Europe, offering innovative convenience food services and world-class quality coffee brands. Active in the food tech business we continuously push on new innovations and solutions, we serve Starbucks, Nescafe, premium coffee and beverages, snacks and fresh meals to more than 10 million people in 16 countries across Europe every day.



20-34 % Discount
On public prices

 Range Eco - Midscale - Upscale

SERVICES

Most recognized for :
wide range of choice

Maintenance : Integrated

First-time fix efficiency
>93%

CSR

Ecovadis Score: SILVER

Certifications:



What we promise:

- Tailored solutions: a comprehensive range of machines designed to perfectly align with each Accor brand and location, ensuring every hotel segment delivers a unique, consistent coffee experience.
- Operational excellence: proactive service and localized expertise ensure seamless operations, minimizing disruptions and maximizing guest satisfaction.
- Sustainability impact: with sustainable practices at the core of our offerings, we help Accor achieve environmental goals through energy-efficient machines and eco-friendly initiatives.
- Simplified collaboration: from centralized contracts to a single point of contact, we streamline processes to save time, reduce complexity, and enhance efficiency

Maintenance is integrated in all markets.

Service sla commitments

Objective: resolve calls within 16 working hours
Minimum performance: ensure 85% of calls are resolved within this timeframe

Response time for emergencies

Objective: resolve urgent situations within 10 working hours.

First-Time-Fix efficiency

Objective: solve issues on the first visit 90% of the time.
Minimum performance: maintain an 85% success rate for first-time fixes, minimizing disruption to hotel operations.

Machine availability

Objective: ensure machine availability exceeds 95% (excluding payment systems)

Ensuring consistent coffee quality with advanced – brand independent - Telemetry solutions

- Real-Time monitoring for quality control
- Actionable data insights
- Proactive maintenance and prevention
- Predictive alerts:
- Standardized coffee excellence across all properties
- Integrated reporting for seamless management



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SCOPE COVERED: UK, IRELAND, NETHERLANDS, BELGIUM, LUXEMBOURG, ITALY, SPAIN, FRANCE, SWITZERLAND, LIECHTENSTEIN, AUSTRIA, GERMANY, NORWAY, SWEDEN, FINLAND, DENMARK (don't hesitate to ask for quotation for other countries).



EVOCA Group

We are a **coffee machine manufacturer** with a century of expertise and an Italian soul and style. With **sustainability** in focus, we produce energy-efficient designs near Milan. Our unique portfolio includes superautomatic, traditional, and vending machines in various sizes and capacities to meet diverse hotel needs from the Breakfast area, Bar, Restaurant, to the Rooms. You will enjoy **in cup quality** and a **robust service network** for a prompt support and **ready access to spare parts**.



**From 8 to 37% Discount
On public prices**

SERVICES

Most recognized for :
automated made in Italy machines

Maintenance :
Outsourced

First-time repair rate :
90%

CSR

Ecovadis Score :
83/100



Certifications



ISO 9001: 2015



GAGGIA MILANO – G 700



SAECO - Royal



GAGGIA MILANO G 100



GAGGIA MILANO – La Vetro Pro

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SCOPE COVERED: FRANCE/MONACO/ANDORRA, UNITED KINGDOM, IRELAND, GERMANY, BELGIUM, ITALY, SPAIN, NETHERLANDS, SWITZERLAND, POLAND, AUSTRIA, PORTUGAL, LUXEMBOURG (don't hesitate to ask for quotation for other countries).

Franke Coffee Systems

Franke Coffee Systems, a division of the Franke Group, is a world-leading developer and manufacturer of professional coffee machines. Headquartered in Aarburg, Switzerland, the company brings together Swiss engineering excellence, state-of-the-art technology, and profound coffee expertise. Around 900 employees, together with an optimized service and distribution network of more than 300 partners, support businesses in 80 countries. Franke Coffee Systems builds machines that deliver a wide range of consistently high-quality beverages, while providing tailored solutions to meet customers' operational needs.



33,15% (GE) Discount
On public prices for Coffee machines

 Range Eco - Midscale - Upscale

SERVICES

Most recognized for :
full automatic coffee machines

Maintenance : Outsourced
(by Franke authorized Partners)

First-time repair rate :
97,5% in Germany
97,73% in Switzerland

CSR

Ecovadis Score :
73/100



Certifications



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coffee.franke.com



SCOPE COVERED : GERMANY AND SWITZERLAND

ASTORE

SEB PROFESSIONAL FRANCE

Nr 1 worldwide for fully automatic professional coffee machines. Equip your breakfast buffets, bars and seminars



20 % Discount
On public prices



Range Eco - Midscale - Upscale

SERVICES

Most recognized for : full automatic machine

Maintenance :
Integrated and outsourced depending region of France

First-time repair rate :
98,6%

CSR

Ecovadis Score : 78/100
(platinum)

Certifications

ecovadis
SEB SA (GROUP)
has been awarded a
Platinum medal
as a recognition of their Ecovadis Rating
November 2022



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https://markets.wmf-coffeemachines.com/fr_fr/

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SCOPE COVERED : FRANCE:MONACO



ASTORE