

Press release

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Innovative checkout and self-service concepts for coffee in the retail trade

The new partnership between Diebold Nixdorf and WMF Professional Coffee Machines offers the retail trade innovative solutions for quick and easy payment processes in the coffee business. Connecting the professional coffee machines from WMF to Diebold Nixdorf's cash register and self-service systems allows retailers to raise the customers' coffee experience and enjoyment to a new level.

Coffee specialities are a major sales driver in many areas of the retail trade. In petrol stations and convenience stores, for example, coffee tops the popularity polls when it comes to non-fuel items*, while in the case of fashion, speciality or food stores, coffee helps to keep customers in the store for longer and puts them in the mood to buy more**.

But despite the attractive prospect of boosting sales, the processes with which coffee is sold are often time-consuming – particularly when just one person is responsible for taking the orders, preparing the coffee and accepting payment. The new self-service option from Diebold Nixdorf and WMF Professional Coffee Machines accelerates this process. The integration solution WMF CoffeeConnect allows the networking of the WMF coffee machines in the Internet of Things (IoT) and thus also with the cloud-based Vynamic® retail platform of Diebold Nixdorf. This means retailers can integrate WMF fully automatic coffee machines into their company's IT infrastructure landscape. The added value: when the customer pays for their coffee at the Point of Sale (POS), the cash register system automatically generates a corresponding voucher. Customers then scan this voucher at the coffee machine to get the hot beverage of their choice. Above and beyond this, retailers can connect their coffee machines to a self-service system from Diebold Nixdorf. In this way, customers can carry out the process themselves without having to queue up in the store.

Benjamin Thurner, Vice President Digital at WMF Professional Coffee Machines, says: "WMF is constantly developing its digital portfolio to offer customers even better solutions. By integrating our coffee machines into Diebold Nixdorf's checkout systems, we are offering retailers additional options to make their locations even more attractive by focusing on the customers and their checkout and payment preferences. "

Dr. Benedikt Schmidt, Director Partner Ecosystem Retail Software at Diebold Nixdorf, adds: "Coffee is very profitable for retailers and drives customer traffic.

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No longer just a stimulant in the morning or after lunch, coffee service can help retailers improve their store concepts and customer experiences. A connected coffee machine also gives retailers more control of the coffee purchasing process and the opportunity to reconnect with the customers when inviting them to join a loyalty program.”

* <https://www.hem-tankstelle.de/branchenwissen/studien> (Studie Tankstellenverhalten 2021)

** <https://journals.sagepub.com/doi/full/10.1177/0022242922110924s>

Request for images

Visual material is available for download here: <https://aboutwmf.com/de/download/diebold-nixdorf-und-wmf-professional-coffee-machines/>

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About WMF

WMF, which is short for Württembergische Metallwarenfabrik, is a leading premium supplier of household products, professional coffee machines and hotel equipment. WMF stands for innovation based on tradition and impresses with development and design “Made in Germany“. Under the brand names WMF, Silit and Kaiser, the company offers products for preparation, cooking, food, beverages and baking for home use, while business customers, in particular from the restaurant and hotel industry, can choose from product lines for the preparation of coffee, the perfectly laid table and buffets under the brand names WMF, Schaerer, Curtis and Hepp. WMF products are available in more than 120 countries, and the company has over 6000 employees. In Germany, Austria and Switzerland, but also in the rest of Europe and worldwide, for example in China, WMF operates a total of around 350 own stores. The company was founded in Geislingen an der Steige in 1853 and became part of the French SEB Group at the end of 2016.

For more information, see www.wmf.com

About Diebold Nixdorf

Diebold Nixdorf automates, digitalises and transforms the way people carry out banking transactions and the way they shop. The company’s integrated solutions safely, reliably and efficiently combine the digital and physical world for millions of consumers. As innovation partners for almost all Top 100 financial institutions worldwide and the majority of the 25 largest globally operating commercial enterprises, Diebold Nixdorf provides first-class services and technologies which improve operative processes and enrich the customer experience. The company has around 21,000 employees and is active in more than 100 countries.

For further information, see www.DieboldNixdorf.com.