

The Coffee Club and Lygon complete a digital pilot project, leading the way as the first retail food, coffee, and franchising organisation to utilise digital financial instruments.



Good food, excellent service, brilliantly innovative - a best in class digital partnership.

The Challenge

The Coffee Club is “New Zealand’s most loved and relevant café chain” with a reach from Auckland to Abu Dhabi. In 1989, they started with a single store in Brisbane and now have 65 cafés in New Zealand.

The Coffee Club has core values that position them as an organisation striving for continuous improvement, and an ambitious goal to be New Zealand’s leader in retail food, coffee, and franchising.

As a result of their size and offering, paper bank guarantees are a necessary inconvenience that comes alongside a relatively complex company structure. They handle large numbers of paper documents which require physical delivery, manually couriered by a member of The Coffee Club team.

In 2021, they identified this process as an opportunity to align with their continual improvement values, and consulted with Lygon to make this goal of digital transformation a reality.

Excellent user experiences, reduced physical paper deliveries, and considerable time saved as Lygon and The Coffee Club's partnership deemed a resounding success.



“If I had to put a value to it, it would save us thousands of dollars across the year in admin time if we consider all the hours we put into [bank guarantees].”

Brad Jacobs,
Director,
The Coffee Club New Zealand

The Solution

The Coffee Club NZ has roughly 65 active guarantees at any one time, and the team needs to manage the expiry dates, increases in the bank guarantee amounts, and changes in landlord details. Usually, this requires a new paper bank guarantee to be issued every time.

The Coffee Club and Lygon also examined whether their current processes and the digital platform are a good fit. The Coffee Club praised Lygon's willingness to understand the company structure, creating further opportunity to develop the platform and make it a perfect fit for this type of business.

The Results

The Coffee Club and Lygon successfully digitised a portion of their guarantee book in a successful pilot project. The usability of the platform was noted as a particularly strong benefit, with The Coffee Club stating it “very user-friendly” and “hard to get wrong.”

Given the traditional guarantee process is widely seen as cumbersome and prone to error, Lygon was proud to hear this positive feedback.

For an organisation with continuous improvement goals and an ambitious growth strategy, the project shown The Coffee Club stay true to their core values.