



## FRANKE DIGITALISATION OF COFFEE ENJOYMENT

„adesso Schweiz AG provided us with comprehensive support for our cloud solution, especially in the DevOps area, and helped us to implement our DevOps process according to our vision. This has made our cloud easily scalable and highly robust. I'm proud to say that our cloud solution is now one of the best in the industry in terms of functionality, security, and availability. For the coffee machine software, adesso carried out a central refactoring in the IoT client.“

**Roman Camenzind, Head of UI and System Software, Franke**

### Starting point

The world is on a journey to digitalisation and automation. This also applies to the enjoyment of coffee and the technically advanced coffee machines produced by Franke, characterised by features such as the creation of perfect foam, the self-cleaning system, and individually adjustable solutions. For instance, individual settings – such as varying the bitterness of the coffee depending on the region – can be controlled centrally via a cloud.

To integrate and automate the processes between the system development and IT teams, Franke has enlisted external support. In March 2020, a DevOps engineer from adesso Switzerland joined the Franke team. Meanwhile, up to eight adesso staff are involved in monitoring the software delivery environments, in the further development of the cloud solution, and in testing the embedded software in the coffee machines.

### The solution

True to the adesso motto of creating 'end2end' solutions for the customer, adesso also offers Franke Coffee Systems everything from a single source. In close cooperation with Franke, the following solutions, among others, were taken forward: Various adjustments to the CI/CD pipelines (Azure DevOps), standardisation of the configuration of all MicroServices (based on Azure App Configuration), further development of the cloud solution, modernisation and migration of the infrastructure as well as the development of various Grafana monitoring dashboards and alerting systems.

In the course of the project, the onshoring location in Ticino – adesso TI-Shore with our embedded specialists – has also come into play to support Franke in the area of embedded software in the coffee machines. The adesso team in Lugano have checked the quality and completeness of the IoT Azure cloud connection through tests (unit test coverage) and improved the connectivity of the IoT Hub. This laid the foundation for refactoring, which reduced the bug rate and improved software quality.

### Customer benefits

The Franke platforms have been raised to a high technological level by optimising the architecture and building up the test coverage, which means that the requirements of the market can be implemented more quickly.

Due to the alerting system, error messages arrive more directly at Franke and can now be narrowed down using a time stamp in order to search specifically for problems in logs. In addition, the introduction of the DevOps culture has optimised cooperation in terms of harmony and efficiency.

## OVERVIEW //

### The customer

Franke is a leading global supplier of products and solutions for coffee machines and kitchen systems. Franke has been relying on innovative engineering and outstanding design for over 100 years. The company, with its headquarters in Aarburg.

### The project

adesso Schweiz AG offers the Franke Coffee Systems division everything from a single source in the following areas: monitoring of software delivery environments, further development of the cloud solution, and testing of the embedded software of the coffee machines.

### A selection of technologies used

- > Azure Function
- > Azure IoT Hub SDK
- > Azure Key Vault
- > Azure Service Bus
- > Azure Stream Analytics
- > C#
- > Google GTest/GMock
- > Grafana
- > Linux Embedded
- > Modern C++
- > Terraform
- > Vue.js

### adesso Schweiz AG

As an independent consulting and IT service provider, adesso ensures the success of your projects and the future security of your applications through consulting and software development. Our mission: to optimise core business processes through the targeted use of latest generation IT. We focus on customer proximity and flexibility.

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