mendrhub

An innovative asset management solution for coffee equipment manufacturers, distributors and warrantors.

Provide an optimal after-sales experience

with a customer-centric design and streamlined contractor management.

- Replace call-heavy and costly warranty service centres with a fully digital solution including integrated warranty registration and service booking web pages as well as an intuitive customer app.
- Minimise costly warranty service callouts through our embedded self-triage technology, empowering end users to troubleshoot and resolve equipment issues early and without intervention.
- Streamline inventory management with warehouse and van stock maintenance, setting reorder points, minimising repeat call-outs and providing complete visibility into available parts and equipment.
- Manage internal service teams and external contractors, tracking insurance, accreditations, skills, and coverage with a tech app enabling real-time capture of work performed, photo-evidence, and auto-job report creation.
- Capture support requests from your customers or internal team and manage them from end-to-end with our smart case management solution.
- Manage the purchase of equipment from the factory and sell parts and equipment directly to your customers outside of equipment servicing.

Revolutionise your after-sales service, establish a strong rapport with your customers, and provide a seamless support experience that builds unwavering brand loyalty.

Powerful automation technology

that simplifies workflow processes with unrivalled efficiency.

- Claim back your time and reduce servicing costs with end-to-end Al-driven system automations.
- Gain complete visibility of assets, asset movement tracking, service history and whole-of-life costs.
- Embrace proactive servicing with planned maintenance and integration with any IoT predictive maintenance solution.
- Transform decision making and enable continuous improvement with insights into the distribution and performance of your coffee equipment, including fault type and frequency.
- Mitigate business risk with in-house technician and contractor accreditation and insurance compliance.
- Build loyalty with a transformative after-sales experience for your customers.



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Equipment sales, placement, installation, commissioning and planned maintenance – all from the palm of your hand.



360-degree equipment management spanning sales, installations, servicing, planned maintenance and logistics Embed menderhub's warranty registration and service booking process automations into your website **Branded customer app** for new coffee equipment warranty registration, service requests and troubleshooting **PowerBI dashboards and reports** provide deep insights into equipment performance, reliability servicing history and more

More features you'll love...

- S Asset management complete asset register with 24/7 visibility and lifecycle reporting
- Warranty servicing manage mobile workforce and repairs remotely with auto-assignment and digital checklists
- S Technician app empower your service team and contractors with cutting-edge field service technology
- **Inventory management** track spare parts usage with unprecedented control and accuracy
- Logistics track and move assets and parts on hand with real-time data visibility
- Warehouse activities manage refurbishment, repairs and disposal to reduce costs
- **Client management** keep track of all your client accounts and case management
- **Purchase orders** track equipment purchases from the factory to receipt at warehouses
- **Flexible billing** integrate with your accounting platform and capture credit card payments

Request a demo!

The best way to discover how mendrhub can help your business is to request a free demonstration. Visit www.mendrhub.com or email us at info@mendrhub.com