

# CUSTOMER STORY

## MIKKA MONITORS IN PREMIUM COFFEE MACHINES

**Customer**  
iovent GmbH



**Industry**  
Vending

### Initial Situation and Requirements

iovent GmbH develops innovative vending solutions with a particular focus on premium coffee experiences. Their product range includes coffee and snack machines, smart refrigerators and self-checkout systems.

iovent was looking for a reliable partner for high-quality monitors to be used in the coffeebarONE coffee machines, both for product selection and the payment process. The monitors needed to feature a user-friendly interface that met the high quality and design standards of the premium coffee machines, while fitting seamlessly into their casing. Additionally, the long-term availability of the same monitor model was essential to prevent costly upgrades and modifications to the coffee machines in the future.

### Our Solutions and Results

iovent was convinced by our excellent product quality, flexibility and the dedicated expertise of our customer service. They chose the MK315XMS model from our MIKKA standard product range. The monitor, part of the "S-Line" Design Line, enables flush integration, perfectly matching the modern, design-oriented overall look of the coffee machines both functionally and aesthetically.

The 31.5 inch monitor impresses with the following features:

- A 178° horizontal and vertical viewing angle provides clear visibility from almost any angle, making operation easier and enhancing user-friendliness.
- The multitouch display enables quick, smooth interactions and ensures precise, reliable touch inputs.
- The high-quality monitor components guarantee a long lifespan and reduce maintenance and replacement costs.



### MIKKA Monitor Solutions



#### MK315XMS:

- 31.5 Inch
- Extended Viewing Angle
- Multitouch
- Design Line „S-Line“



## Customer Benefits

- Long-term planning: MIKKA guarantees the availability of the selected monitor model for 5 years. After this period, MIKKA provides an identical replacement model.
- Short delivery times
- 3-year manufacturer warranty
- Sustainable monitor design ensures easy repairs when needed
- Individual, personal and expert customer support through our sales team in pre- and aftersales.
- Customised solutions, tailored to customer requirements, are feasible.



## This is what iovent says about our collaboration

*"For us, MIKKA's follow-up purchase guarantee is a huge advantage. It allows us to reorder our monitor model in the future with the same dimensions and specifications, saving us from costly adjustments to our device. Additionally, the collaboration runs absolutely smoothly and efficiently."*

- Sebastian Huber & Alexander Linhart CEOs iovent GmbH

