

# MICROSOFT

## DATA PLATFORM GROUP



## ABOUT MICROSOFT

When the building of the Microsoft Data Platform Group in Redmond, WA was reopened after a substantial remodel in January 2015, we decided to offer free, self-service espresso for our employees. Our staffed espresso stand in our cafeteria is only operated during regular business hours, but many of our engineers are working late at night or weekends to take care of our live services (in the cloud) and customer inquiries. Thus, we felt we need to have a 24x7 solution available to keep people energized when the café is closed.

## THE SETUP

Due to the high demand at our location (~600 cups per day), we chose the Rancilio Egro One Touch with attached multi-fridge option so we can serve both skim milk and 2%. Additionally, we added a large milk refrigerator and cabinet with beans right next to the machines so our employees can refill consumables themselves.

## THE SEATTLE COFFEE GEAR EXPERIENCE

It was important to us to have a local company be the provider so that we have easy access to the repair technicians. The sales team at Seattle Coffee Gear was knowledgeable and steered us to the most appropriate equipment for the volumes we were expecting. They delivered our two machines on-site, installed them and set them up for initial service and fine tuning.

“ The espresso program is the most popular morale boosting program we have in place. The program is so popular that people are heartbroken when the machine is down for servicing and employees are coming from neighboring buildings to enjoy a cup of espresso here. We had to buy a second machine to keep up with the demand. ”

**Jochen Liesche, Business Manager**  
**Data Platform, Cloud + Enterprise Division**

## A PIECE OF ADVICE

We had to buy a second machine to keep up with the demand. We decided to set them up right next to each other rather than distributing them throughout the building because they act as our proverbial water coolers and are a destination in the building where the team members congregate and connect.

Our main advice would be to install the machines over a compost bin so that the grounds can fall into a large receptacle rather than into the little drawer within the machine, which fills up quickly. Also, additional labeling was applied to inform people whom to contact if there is an issue with the machine and to push the milk cartons all the way back in the milk refrigerator to register their presence.

