



Chicago Class A Portfolio

SipWithMe Case Study

July 2022



OVERVIEW

Revolutionizing the resident coffee amenity



100% of Properties
Saved Staff Time



49% Savings
on Coffee Expenses



70 NPS Score
Superior Resident Experience

OVERVIEW

Due to the safety concerns associated with COVID-19, most apartment communities across the United States stopped offering coffee services. By the fall of 2021, restrictions were being lifted, and residents were clamoring to get their coffee back. Resident coffee service is still among the top 3 most sought after amenities across the country, especially in high-rise, Class A communities in bustling downtown areas.

We were able to speak with six General Managers of Chicago-based, luxury, high-rises that all made the decision to switch suppliers of their coffee amenity to SipWithMe. Ahead of the 2021 launches of SipWithMe at the properties in this study, each property was already partnered with WithMe, Inc. to provide resident printer amenities through PrintWithMe. This made for a seamless transition to implementing coffee services. This case study summarizes their stories.

6 PROPERTIES
IN CHICAGO

1,950 RESIDENTS
SERVED

PARTNERS FOR
8 MONTHS

22,520+
DRINKS SERVED

A COMMON MISSION

The properties in this case study are all focused on the needs of their residents, clients, partners and neighbors. They are committed to simplifying their lives and creating welcoming communities.



COMMUNITY EXPERIENCE

Reduces expenses while creating value

Currently coffee beans are **145% MORE EXPENSIVE** in 2022 than in 2019¹ and all the while, coffee service remains in the top 3 amenities that residents want.²

Overall, the properties in Chicago are experiencing radical cost savings, an estimated \$62,745 annually for the 6 properties interviewed. The average cost per unit in 2019 was \$4.39/unit and after implementing SipWithMe in 2022, their costs decreased to an average \$2.27/unit.

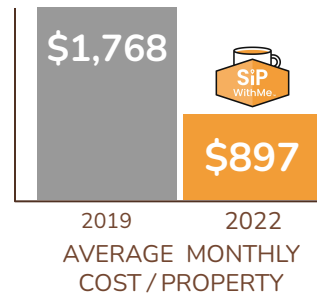
The Sinclair and 727 West Madison were outliers in 2019, spending about 59% less than their sister properties. However, these properties are still spending less working with SipWithMe than they did in 2019! SipWithMe enabled them to keep their expenses the same or lower than before, while offering a more valuable service, improving resident experience, and saving a lot of their staff's time.

FINANCIAL REVIEW

Our Chicago Class A Portfolio properties are experiencing radical cost savings overall.³

-49%
EXPENSES

\$62,745
ANNUAL SAVINGS



\$10,457
ANNUAL SAVINGS
AVERAGE / PROPERTY

It's Self Contained & Self Controlled

"I like that it's self-contained ... it's simple. We don't have to order additional supplies, we don't have to keep them in stock. It is just easier on the team."



Debbie Lam
General Manager
Left Bank | Chicago, IL

It Saves Us Money & It's Better

"It is the best of both worlds: it saves us money and the whole experience is elevated ... It's a better product ... a true amenity."



Jessica Greenway
General Manager
Roosevelt Lofts | Chicago, IL

It's Simple

"The same effort our property puts in and the same standards we have is what WithMe, Inc. has done for the machine and the resident experience ... It's just so easy."



Kasia Kalka
General Manager
727 West Madison | Chicago, IL

It's Touchless & Private

The touchless process is really helpful because the residents have the menu right in their phones and see what options are available without having to stand up there at the machine, so there is a privacy factor as well.



Bingying Lin
General Manager
The Sinclair | Chicago, IL

Left Bank Apartments

Simple, easy service with huge savings



“

All in all I like that it's self-contained ... it's simple. We don't have to order additional supplies, we don't have to keep them in stock. It is just easier on the team.

”



Debbie Lam
General Manager

PARTNER SINCE
DECEMBER 2021

454
UNITS

256
UNIQUE USERS

3,530
DRINKS SERVED

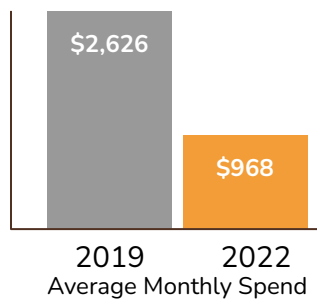


Self-Monitored
Device



Easier for the
Onsite Team

FINANCIAL REVIEW



\$19,898
ANNUAL SAVINGS

-63%

Left Bank Apartments wanted to provide residents with a high-quality coffee amenity that aligned with the Class A Properties modern, luxurious brand.

SipWithMe not only met their expectations—it exceeded them. Along with its ease of use and lower costs, the machine is almost completely hands-off for staff. SipWithMe offered a simple, yet upscale solution for reintroducing a coffee amenity after the pandemic.



The Paragon

A perfect match to the Class A high standard



PARTNER SINCE
MAY 2022

500
UNITS

218
UNIQUE USERS

1,147
DRINKS SERVED

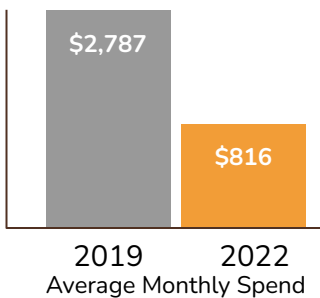


Sleek, Easy to
Use Device



Quality Matches
Class A Brand

FINANCIAL REVIEW



\$23,654

ANNUAL SAVINGS

-71%

“

It's cleaner, it looks sleek, and it's less for us to manage. It makes it easy for us to maintain that high standard for residents because the product is good. It's reliable.

”



Jonathan Oakley
General Manager

After pandemic restrictions began to loosen, residents at The Paragon were eager to see a coffee amenity make its way back into their community.

In keeping with the Class A properties high-end brand, SipWithMe was introduced as the solution. Its stylish appeal and user-friendly design offers residents a seamless way to get delicious coffee without requiring any extra cups, creamers, or sugars.



Roosevelt Lofts

A touch-free, easy-to-use solution



It is the best of both worlds: it saves us money and the whole experience is elevated ... It's a better product. It is a more technology-driven product, which everybody wants. It's hands off for our staff and it's super convenient for residents ... a true amenity.



Jessica Greenway
General Manager

PARTNER SINCE
JANUARY 2022

342
UNITS

334
UNIQUE USERS

2,273
DRINKS SERVED

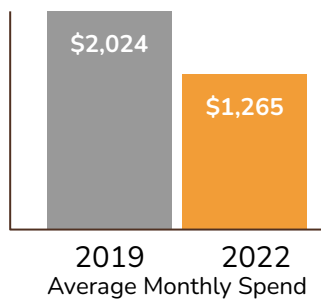


Lowers Our
Costs



Technology
Driven

FINANCIAL REVIEW



\$9,108
ANNUAL SAVINGS

-38%

At Roosevelt Lofts, coffee was a priority among residents, especially as pandemic restrictions began to lessen.

SipWithMe provided the touch-free, user-friendly coffee service and their team appreciates the cost savings and excellent customer service. Most importantly, it gives staff and residents exactly what they wanted: a quick, simple way to make high-quality coffee right from the palm of their hand.



727 West Madison

A modern, user-friendly upgrade



PARTNER SINCE
DECEMBER 2021

492
UNITS

474
UNIQUE USERS

7,263
DRINKS SERVED

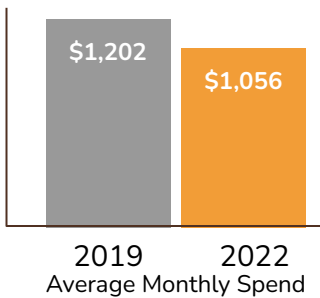


Exemplifies
Our Brand



So Easy
to Use

FINANCIAL REVIEW



\$1,748

ANNUAL SAVINGS

-12%

“

The same effort our property puts in and the same standards we have is what WithMe, Inc. has for the machine and the resident experience ... It's just so easy. You scan the QR code, log in, and select what you want. We love that.

”



Kasia Kalka
General Manager

727 West Madison was ready to move on from an outdated coffee service and to a modern, convenient experience for residents—SipWithMe delivered.

Gone are the days of limited flavor options and credit-card swipes. SipWithMe provided a radically improved service without blowing their budget. Plus, they can customize the machine's interface with photos, logos, and property information, integrating perfectly into the property aesthetic.



The Sinclair

Minimizing costs & maximizing experience



“

The touchless process is really helpful because the residents have the menu right in their phones and see what options are available without having to stand up there at the machine, so there is a privacy factor as well.

”



Bingying Lin
General Manager

PARTNER SINCE
DECEMBER 2021

391
UNITS

454
UNIQUE USERS

5,261
DRINKS SERVED

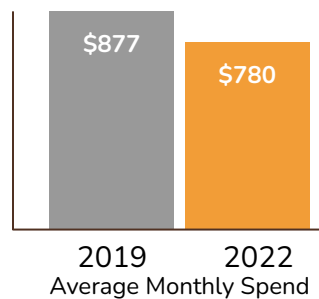


Private &
Secure



Clean &
Touchless

FINANCIAL REVIEW



\$1,164
ANNUAL SAVINGS

-11%

When it came to their coffee amenity, The Sinclair was on a mission to minimize costs and improve the overall resident experience.

The Sinclair team loves the convenient, touchless design, and incredibly fast customer service provided by WithMe, Inc. Residents enjoy the variety of flavor options, its ease of use, and the ability to grab a quality cup of coffee without leaving the building.



THE
SINCLAIR
GOLD COAST



EnV Chicago

High-quality without high-end maintenance

PARTNER SINCE
DECEMBER 2021

249
UNITS

212
UNIQUE USERS

3.050
DRINKS SERVED



User Friendly
Machine



White Glove,
Reliable Service

FINANCIAL REVIEW

Due to change over in ownership the coffee expense detail from 2019 was unavailable. It is estimated they have **over 55% savings** in expenses.*



*2019 estimated based on \$4.39/unit - factors # of units, # of residents, and property management company's average cost per unit in 2019

2022
Average
Monthly Spend



Allison Kolman
General Manager

“

This machine is better ... the quality of the coffee is better. It's a nicer experience visually and way more user-friendly.

We can count on SipWithMe if something goes wrong, which was not the experience I had with prior companies.

”

At EnV Chicago, residents were hoping for a coffee amenity that provided convenience and more flavor choices.

After a positive experience using WithMe, Inc.'s PrintWithMe product, they were eager to work with SipWithMe. Residents were extremely happy with its ease of use and variety of coffee and espresso options, and the staff was thrilled about its low-maintenance setup and sleek design.



Methodology

In order to evaluate the experience of SipWithMe's clients, we took a mixed method approach to gather quantitative and qualitative data for analysis.

PARTICIPANTS

Six (6) Chicago-based General Managers participated in the Case Study. The property information and General Manager names are listed on each property's summary. Thank you to all who took part.

DATA

Each property provided SipWithMe an expense report of 2018-2020 coffee expenses from their financial system, and SipWithMe provided the invoicing history from each property's start date. For properties fully operational in 2019, invoice data for full months of service was utilized to calculate the average spend per month (before they started working with SipWithMe). SipWithMe invoicing data from 2022, after their partnership with SipWithMe began, was used to calculate the average monthly spend for each property and the portfolio. We analyzed the average savings, percentages, as well as an annualized spend. SipWithMe utilized internal tracking and user survey tools to provide usage data.

INTERVIEWS

Each General Manager participated in a 30-minute interview with a 3rd party consultant, where they were asked a series of questions about their experience before and after the SipWithMe partnership began. Quotes and property summaries were derived from these interviews, and have been reviewed by the General Managers to be accurate and true.

Interested in seeing if SipWithMe would be a good fit for your property?

If you're ready to elevate your coffee amenity, click the link below to learn more.

[Learn More](#)

¹ SOURCE: [Bloomberg, 2022: Coffee Prices Soar](#)

² SOURCE: [2021 Multifamily Amenities Survey, Multifamily Design + Construction](#)

³ Total Savings Overall Calculations : EnV Chicago was unable to provide expense data prior to their partnership with SipWithMe. We used average cost per unit of Left Bank, The Sinclair, Roosevelt Lofts, The Paragon and 727 W Madison used to estimate the Monthly and Annualized spend before SipWithMe.

