

# Campos Customer Spotlight

The specialty coffee producer relies on Dropbox Business to help keep its teams and cafés across Australia aligned and to streamline communication with coffee producers around the globe.



## Key Results



Clearer, more efficient communication



Simple distribution of large files and videos



Greater file access control and easy off-boarding

“Dropbox Business is geared toward large groups like ours—it’s a platform that will grow with our business, as it grows. On top of that, the customer service is faultless. We know exactly who to call for help and always get a very quick response which is brilliant for such a large, expansive product.”



Will Young, President, Campos Coffee

## THE CHALLENGE

### Sharing files across continents

In its quest to bring the world’s best, sustainably grown coffee to Australia, Campos Coffee has sourced beans from Kenya to El Salvador, opened roasteries and offices in New South Wales, Queensland, and Victoria, and fostered relationships with independent café operators throughout the country. Staying connected to employees and partners across all of these locations has been critical to the company’s success—however, it hasn’t always been easy.

Initially, Campos set up an intranet to share files among team members, but as President Will Young states, “It was very clunky and wasn’t intuitive at all.” Email worked for some files, but led to confusion around file versions and posed problems for the large files the company frequently needed to share.

After some consideration, Campos decided to try Dropbox Business. According to Internal Communications and Executive Assistant Rose Cole, “Within a week or two of signing up, we rolled out Dropbox Business to everyone. It was very smooth. Some of our staff already had Dropbox installed and, on the whole, everyone seemed to understand how to navigate it and get started.”

## THE SOLUTION

### Linking the chain from growers to baristas

Now Dropbox Business allows Campos to communicate clearly, maintain one source of truth, and eliminate file version issues. Previous limitations around sharing are gone—the company can collaborate on recipes and techniques with their baristas across the country, collect large-scale pictures from team members and

partners from Panama to Papua New Guinea, and even have growers in Colombia share field videos to check crop health. Young adds, "Because Dropbox Business gave us such an easy way to share files, we didn't have to grow an IT department as fast as we thought we would. It really helped with the company's overall efficiency."

In addition to simplifying communication and collaboration, Dropbox Business has given Campos an easy way to keep files backed up and secure. Teams never have to worry about files getting lost in transit—and most employees no longer even use the server. Should a team member leave, it's easy for Campos to immediately stop their file access. "If we have a staff member transfer between departments within our network or decide to leave, Dropbox Business lets us just suspend or shut down their account—which gives us immediate peace of mind," Young explains.

## THE RESULTS

### Greater visibility, faster operations

With Dropbox Business in place, Campos is able to handle global operations at a faster pace. Because files are always up to date in Dropbox, production and store activities can be monitored with just a few clicks. Young says, "Every morning I wake up and go into Dropbox Business and I can see everything that's happened in the last twenty hours. It's all right there, clear and accurate."

Improvements in visibility and overall efficiency have ultimately enabled Campos to resolve issues more quickly—and keep the entire company running more smoothly. "We used to have to wait for weekly reports to come to us through email," adds Young. "With Dropbox Business, we get updates daily and can track our stores' performance or fix problems so much faster. It really helps us manage the entire company more effectively."

#### Use case

#### How Dropbox Business helps

Sharing	Executives, employees, café staff, and growers around the globe easily share photos, videos, and other files—of all sizes.
Control	When team members or baristas transfer internally or depart the company, their access to files can be immediately suspended or shut off.
Backup	The latest version of every file is securely stored, eliminating the need for every employee to be on a server.

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Rose Cole, Internal Communications and Executive Assistant, Campos Coffee

Discover what else is possible in your organisation when you make the move to Dropbox Business.

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