

Water Delivery Case Study

NEXA'S ANALYTICS AND CUSTOMER SUCCESS INSIGHTS RETURNED A HOTEL TO 100% CAPACITY

Context

Nexa was installed at a hotel to address operational challenges related to hot water distribution, ultimately leading to the restoration of over 50 previously unrentable guestrooms

In early 2023, the Director of Engineering (DOE) at a hotel faced a significant issue: inadequate hot water circulation to over 50 rooms, significantly limiting total hotel revenue and guest satisfaction. Traditional troubleshooting methods had been insufficient, necessitating a more comprehensive, proactive solution to restore full room capacity.

Data

Using Nexa's analytics, the Director of Engineering (DOE) monitored and analyzed his hotel's hot water system, uncovering anomalies in water temperatures that pinpointed potential issues and solutions

Using Nexa's analytics, the DOE meticulously tracked and analyzed the hotel's hot water system performance. Nexa's real-time data revealed anomalies and irregularities in water temperatures on the lower floors, indicating potential malfunctions and inefficiencies within the system. Specifically, Nexa detected a significant temperature drop in the domestic hot water (DHW) loop as it passed through the lower floors of the building, returning to the mechanical room at temperatures as low as 70°F, despite leaving the mechanical room at 140°F.

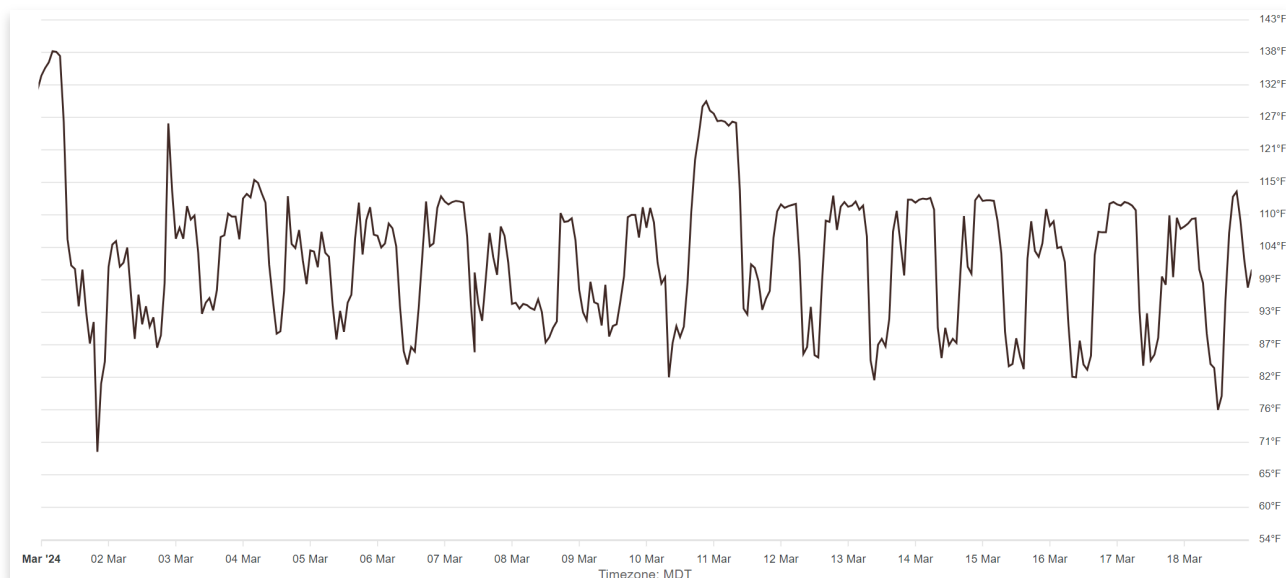


FIGURE 1 – DHW LOOP RETURN TEMPERATURES FLUCTUATE AND DIP AS LOW AS 70°F.

Insights

Nexa's data analytics identified critical issues including a backflow condition and a malfunctioning valve, enabling proactive collaboration and swift technical support access

Nexa's comprehensive data analytics and system mapping uncovered critical issues affecting the hot water system. Leveraging Nexa's insights, the Director of Engineering identified a backflow condition in a buffer tank and a malfunctioning valve on a water heater. These issues contributed to the observed temperature patterns, where hot water was not circulating effectively throughout the building.

Action

The engineering team targeted specific areas for repair based on Nexa insights, promptly resolving issues and restoring hot water to the affected guestrooms

The engineering team executed a targeted maintenance plan based on Nexa's insights, promptly repairing the water heater, correcting the cold-water backflow issue, and thus restoring adequate hot water to the affected guestrooms. The DOE emphasized the efficiency gained stating that by having Nexa's support, "*we were able to figure out exactly what needed to be fixed very quickly.*"

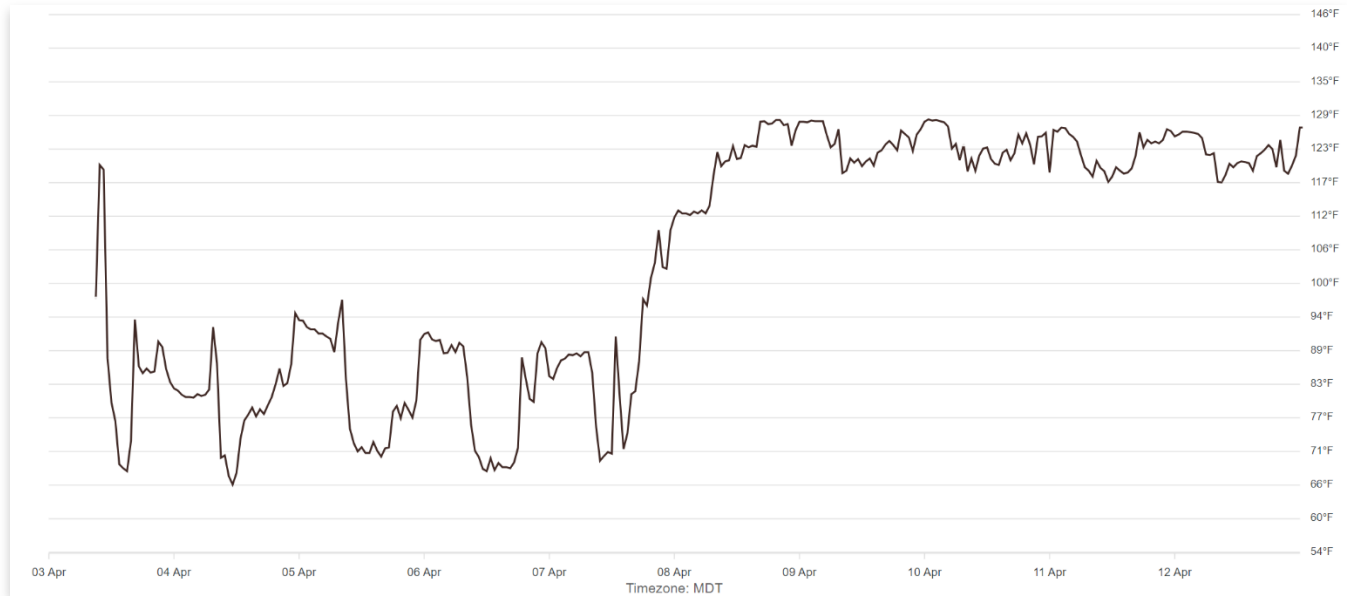


FIGURE 2 – FOLLOWING NEXA INSIGHTS, HOTEL WAS ABLE TO INCREASE DHW LOOP TEMPERATURES AND RETURN TO 100% CAPACITY

Value

Thanks to Nexa, the hotel was able to return to 100% capacity and recover \$10K in revenue per day

The implementation of Nexa delivered transformative outcomes and tangible value for the hotel. By leveraging Nexa's advanced monitoring and analytics, the hotel restored full room capacity, eliminated revenue losses, and enhanced guest experiences during peak occupancy.

Ask how Nexa can assist you in delivering exceptional guest experiences