

# Empowering Your Teams

NEXA HELPS ENGINEERING AND OPERATIONS TEAMS MAXIMIZE THEIR EFFICIENCY

## Context

### Nexa provides The Antlers hotel with real-time monitoring of its plumbing system

Located in downtown Colorado Springs, The Antlers Hotel is a historic property with a rich legacy and unique mechanical infrastructure. Built in 1967, the 272-room hotel has undergone extensive renovations to modernize its systems while also preserving its historical charm.

Nexa was installed to allow the hotel to monitor water temperature and flow rates in real-time throughout the building. This allowed the hotel team to ensure the plumbing system was running smoothly and guests had an enjoyable experience during their stay.

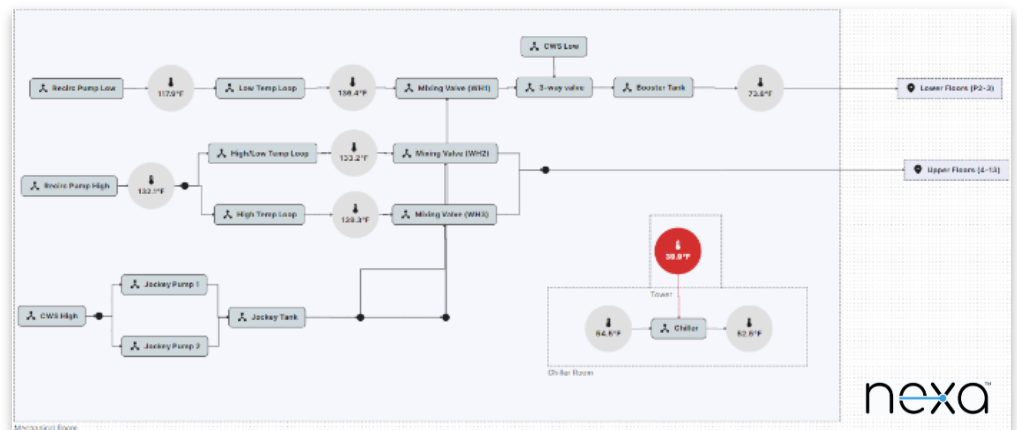


## Value of the Nexa System Map and Insights

### The System Map is invaluable for recent hires coming into an established plumbing system that they haven't had any experience with" - Matt Knieriem, DOE

The Nexa system became a game-changer for Director of Engineering (DOE), Matt Knieriem, who with Nexa's intuitive system map, gained unparalleled insight into the hotel's infrastructure. As Matt noted, "The System Map, is invaluable for recent hires coming into an established plumbing system they haven't had any experience with. New staff, or the general manager can take a step back and get a current snapshot of system performance, and say, I understand." Nexa not only fills the knowledge gap left by departing staff but also empowers the team to proactively understand and troubleshoot issues, transforming training into a streamlined and effective process. Following the Nexa implementation, the hotel's engineering team reported enhanced onboarding experiences and improved system comprehension among staff.

After the new team members are onboarded, Nexa continues to help maximize the efficiency of the hotel team by providing real-time monitoring and alerts for the building. "The moment I saw Nexa, I knew it was going to be an invaluable tool. It was like having a 24/7, 365-day employee keeping an eye on all the critical data that impacts our guests and operations. You know in your mind you've got someone watching your back."



## Value of Nexa's Customer Success Team

**With the support of Nexa and the Nexa staff, I can solve issues often weeks faster." - Matt Knieriem, DOE**

The value of Nexa's Customer Success team extends far beyond a robust monitoring system, providing dedicated support and expert guidance that enhance the user experience. Director of Engineering, Matt Knieriem, emphasized, "The support staff for Nexa is incredible. If they can't answer a question, (which often they know the answer right away), they'll find out for you." He added, "The other plus is that Nexa is a part of Watts, and Watts is everything plumbing. So, if the support team can't answer a question, they'll make a phone call and get it addressed quickly."

The hands-on support from Nexa not only resolves issues efficiently but also contributes to ongoing training and knowledge transfer, empowering the hotel's team to become more proficient and self-reliant. The Nexa Customer Success team plays a pivotal role in maximizing the value of the Nexa system, offering personalized support and technical expertise that drive operational efficiency, minimize disruptions, and empower the team to excel.

Matt further highlighted that, "Without Nexa's guidance, the process of fixing a problem would have been drawn out and would have had more significant impact on our business. So, weeks are saved by calling the support staff, and getting the answers I need." This proactive support ensures rapid issue resolution and underscores the critical role of Nexa's Customer Success team in delivering value and empowering Matt and his engineering team at The Antlers hotel.

Ask how Nexa can assist you with onboarding and empowering your team



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