

Case Study

LUXURY RESORT LEVELS UP EFFICIENCY WITH NEXA

What the Client Needed

The Grandover Resort, a luxury Wyndham hotel owned by the Khoury Corporation in Greensboro, North Carolina, is committed to delivering an exceptional guest experience. With premier amenities like championship golf courses, a world-class spa, and expansive event spaces, seamless operations are essential to maintaining the resort's high standards. So, when ensuring water temperature consistency and operational efficiency became challenging—particularly during peak usage times- the property knew changes to their water management approach were necessary.

The resort's Director of Engineering noted that while previous system upgrades had improved hot water availability, ongoing maintenance and visibility into performance issues were still concerns. Without a robust remote monitoring solution, minor fluctuations in water temperature and pressure required frequent manual intervention.

Additionally, the facility needed a way to streamline communication with its plumbing service contractor to accelerate issue resolution and minimize disruptions.

Solution

To address these challenges, the Grandover Resort implemented a Powers IntelliStation 2, the only Digital Mixing Valve fully integrated with Nexa's intelligent water management technology. The installation allowed for seamless equipment registration into the Nexa platform, granting the engineering team and plumbing contractor real-time and historical access to equipment performance data and alerts.

By assigning account credentials to both the engineers and plumbing contractors, the resort ensured there'd be plenty of eyes proactively monitoring the IntelliStation 2's performance, allowing them to detect irregularities and implement remote troubleshooting protocols, minimizing the cost and effort of emergency on-site visits. This significantly enhanced responsiveness and reduced downtime.

"If anything's out of the ordinary, Nexa allows our plumbing contractor to also see it- someone can call me and tell me it looks like you might have an issue', the DOE (director of engineering) remarked. "It's win-win for all of us." The service contractor added, "If something's off, we can diagnose it instantly. In some cases, we don't even have to send someone out."

The enhanced visibility also provided the engineering team with peace of mind. With Nexa's intelligent alerts, they could confidently leave the property knowing that any anomalies in temperature or pressure would be immediately flagged, allowing for rapid intervention before guest experience was impacted.

The DOE was happy to share that thanks to Nexa, his team was more efficient than ever; "we had a lot of problems with having to pull our engineers away to deal with water problems. That time is all given back to us now."

Results

Nexa has transformed reactive water management at Grandover Resort to intelligent water management.

Since implementation:

- Guest complaints related to water temperature and pressure have been eliminated.
- The engineering team has significantly reduced time spent on water-related troubleshooting, allowing them to focus on other operational priorities.
- Proactive monitoring and remote diagnostics have simultaneously reduced unnecessary service calls while expediting issue resolution.

The Executive Vice President of Hospitality for the Khoury Group emphasized the business impact of a poor water-related guest experience, "from the guest perspective, an issue with water is very, very hard to get back because they don't understand it. They don't understand the complexity of it." He explained that even with comps and apologies, the memory of the issue doesn't fade, "they go back home, and they say, 'it was really nice...but, we had no hot water.' That's what people remember."

Beyond improving the guest experience at the Grandover, Nexa also strengthened the partnership between the resort's engineering team and their plumbing service contractor, allowing both groups to work more efficiently and collaboratively, even improving how they communicate.

With Nexa, the Grandover Resort has achieved greater operational efficiency, enhanced guest satisfaction, and a reinforced reputation for excellence. The DOE was thrilled to conclude, "Nexa made a huge difference...more of a difference than I ever would have thought it could."