

HYATT HOUSE CASE STUDY

Building Great Guest Satisfaction, Pool Compliance Confidence and Long-Term Partnership with VivoAquatics

ABOUT HYATT HOUSE

Hyatt House is an extended-stay hospitality brand within the Hyatt portfolio, designed to provide guests with comfort, consistency, and a seamless experience across properties. Pools and spas are a critical amenity for Hyatt House locations, particularly at resort-style properties where aquatic features are a key driver of guest satisfaction.

At Hyatt House Orlando Airport, leadership recognized the need for a more reliable, efficient approach to pool management, one that would ensure guest safety, reduce operational strain, and maintain compliance without adding headcount. To achieve this, Hyatt House partnered with VivoAquatics to modernize aquatic operations and create a more proactive, transparent approach to water safety and compliance.

THE CHALLENGE

Hyatt House properties face a common set of aquatics-related challenges shared across the hospitality industry, many of which were experienced firsthand at Hyatt House Orlando Airport:

- Limited onsite engineering teams, managing multiple responsibilities across a large property
- Manual testing and chemical balancing, requiring repeated checks throughout the day
- Inconsistent chemical distribution, leading to visible pool staining and inefficiencies
- Strict health department regulations, with zero tolerance for non-compliance
- Reliance on third-party vendors, requiring trust, verification, and accountability
- After-hours risk exposure, when issues arise outside standard staffing windows
- Need for consistency, without increasing labor or capital spend

Without automation or real-time visibility, pool management was reactive—consuming valuable staff time and increasing operational stress.

THE SOLUTION: VIVO AQUATICS PROFESSIONAL SERVICES + VIVOPOINT

Hyatt House implemented VivoPoint, VivoAquatics' intelligent water management platform, alongside VivoAquatics' hands-on service and support model. This combination delivers both technology and partnership in the expert professional services, allowing Hyatt House teams to move from reactive pool management to proactive oversight.

With VivoPoint, Hyatt House teams can:

- Monitor real-time water chemistry across pools & spas
- Receive automated alerts when readings fall outside safe thresholds
- Reduce dependence on manual testing and paper logs
- Verify that vendors are completing required testing and maintenance
- Maintain digital records for audits and health department inspections
- Gain visibility into pool conditions without being physically onsite



“Since we partnered with VivoAquatics the results have been outstanding. I have greater peace of mind knowing our pool conditions are balanced, visible, and compliant without needing constant manual intervention.”

ALLY MARTIN
Hyatt House
Orlando Airport



RESULTS

By partnering with VivoAquatics, Hyatt House Orlando Airport achieved measurable operational improvements:

- Greater compliance confidence, supported by consistent, automated chemical control
- Approximately 50% reduction in time spent on pool testing and monitoring
- Reduced chemical spend, driven by calculated, precise dosing
- Cleaner water and pool surfaces, eliminating prior staining issues
- Lower operational stress for engineering teams
- Fewer guest complaints, with consistent pool availability

Instead of relying on repeated manual checks or end-of-day reports, teams can now assess pool status at any time—during business hours, evenings, or weekends.

LOOKING AHEAD

Based on the success at Hyatt House Orlando Airport, the partnership with VivoAquatics continues to expand. Hyatt House leadership has begun sharing their experience internally and with sister properties, recognizing the value of scalable solutions that give teams time back while maintaining safety and compliance.

With a shared focus on accountability, responsiveness, and continuous improvement, VivoAquatics remains a trusted partner helping Hyatt House stay ahead of regulatory demands while delivering consistent, high-quality guest experiences.

VIVOAQUATICS' COMMITMENT

VivoAquatics is committed to more than just maintaining water quality—it is committed to operational excellence, accountability, and long-term partnership. That commitment includes:

- Proactive investment in technology like VivoPoint to reduce labor and risk
- Hands-on regional support, including routine site visits and system checks
- Education-first engagement, helping teams understand how and why systems work
- Ongoing service and follow-up, not just installation
- Active participation in hospitality associations, supporting the broader hotel community

VivoAquatics consistently goes beyond expectations, providing continued support, maintaining strong relationships, and delivering solutions that make a measurable impact on day-to-day operations.

“We’re proud to partner with Hyatt House. Our clients continue to amaze us with their focus on the safety and sustainability of water”

WILLAN JOHNSON,
CEO of VivoAquatics

