



YMCA of Greater Boston

YMCA CASE STUDY

Keeping Pools Safer, Smarter, and More
Efficient: How the YMCA of Greater Boston
Modernized Risk Management with
VivoAquatics



ABOUT YMCA OF GREATER BOSTON

Established in 1851, the YMCA of Greater Boston is America's first ever YMCA and one of the largest in the nation. They are dedicated to improving the health of mind, body, and spirit of individuals and families in their communities. With over 20 aquatic facilities, it serves thousands of community members with a commitment to safety, wellness, and youth development. Leading the charge in aquatic safety and risk management is Jeremy Stiles, Vice President of Risk Management, who brings over 25 years of experience in aquatics, training, and consulting.

CHALLENGES

As Jeremy rejoined the YMCA of Greater Boston in a leadership role, he encountered a complex set of challenges:

- Aging infrastructure and inconsistent equipment across multiple properties, making training and troubleshooting difficult.
- Limited visibility into real-time pool chemistry and operational data, especially across geographically dispersed locations.
- Manual data entry and logbooks prone to human error, leading to complications during claims or audits.
- Frequent pool closures and slow response times to chemical imbalance alerts.
- A growing need to shift the focus of risk management beyond lifeguards to include mechanical and chemical systems.

SOLUTIONS

Jeremy led a system-wide upgrade that paired Prominent DCM3 controllers with VivoAquatics' VivoPoint platform, creating a unified, cloud-based pool automation and risk management solution across all YMCA of Greater Boston facilities.

With VivoPoint, Jeremy and his team could:

- Access real-time and historical water quality data remotely, with updates every 30 minutes instead of manual updates that would take days or weeks.
- Reduce closures and prioritize service using alerts that notified staff before pools trended out of compliance.
- Correlate manual readings with automated controller data to validate accuracy and ensure safety.
- Provide compelling data evidence in loss prevention cases, significantly improving claims processes.
- Standardize training and troubleshooting by equipping every site with the same controller interface.
- Collaborate with VivoAquatics to suggest platform enhancements—many of which were implemented.



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TESTIMONIAL

"VivoPoint has helped us reduce pool closures, troubleshoot faster, and improve both training and documentation for our employees, all while giving us the confidence to lead by example within the YMCA network."

Jeremy Stiles
VP of Risk Management,
YMCA of Greater Boston



YMCA of Greater Boston



RESULTS

- Significantly reduced closure times across all pools.
- Increased ability to troubleshoot remotely, saving staff time and improving operational efficiency.
- Improved accuracy of incident documentation and stronger outcomes in loss prevention claims.
- Better operator training and accountability, enabled by cross-checking human readings with system data.
- Growing influence across regional and national YMCA networks, with other YMCAs adopting VivoPoint after seeing Boston's success.

FORWARD LOOKING

As a national thought leader in aquatics safety, Jeremy continues to advocate for technology-driven risk management across the YMCA movement. He now leads sessions on AI and automation in aquatics through national YMCA cohorts and webinars, often referencing his success with VivoPoint.

Looking ahead, the YMCA of Greater Boston plans to deepen its partnership with VivoAquatics, expand training and education efforts, and help shape how the broader YMCA network adopts modern tools for safer, smarter aquatics management.

VIVOAQUATICS' COMMITMENT

VivoAquatics remains committed to investing in the VivoPoint platform, ensuring it evolves to meet the dynamic needs of clients and continues to serve as a reliable guide and source of truth in water management.

For more information on how VivoAquatics can enhance your facility's safety and efficiency, visit www.vivoaquatics.com.

"Our clients continue to amaze us with their focus on the safety and sustainability of water," said Will Johnson. "From noteworthy industry awards to new product developments created with our customers' ever-changing needs in mind, this past year positioned us for continued success. We plan to build on this momentum by continuing to shape the future of water management and empowering our clients with the best water safety, conservation and compliance solutions possible."

Willan Johnson, CEO of VivoAquatics



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