

amadeus

Customer Success Story

A 162-room, family-owned Cape May icon since 1969, **La Mer Beachfront Resort**—a 2025 AAA cleanliness award winner uses **HotSOS®** to power efficient operations and connect teams across their Cape May portfolio.

Transforming operations at scale with:

- **Cluster property management** that eliminates the guesswork for preventive maintenance & housekeeping activities
- **Real-time communication and collaboration** that increases speed and service quality delivery
- **Operational efficiency** that reduces waste and avoidable costs, extends equipment lifespan, and provides better data to support smarter long-term investment planning

“By using HotSOS to power our preventive maintenance program, we’ve reduced guest recovery costs and avoided major equipment issues—delivering clear profitability gains.”

Justin Klingenberg
General VP - Commercial Strategy & Systems

La Mer
BEACHFRONT RESORT

 THE BEACH CLUB
ON MADISON AVENUE

Operational Results

+2K

Preventive Actions Logged

Aggregated HotSOS data across 2-year period

Maintenance behind-the-scenes helping reduce repeat issues before guest impact

71

Duplicate requests avoided

Eliminating unnecessary rework & delays

Providing data-driven insights to anticipate maintenance issues, avoiding unnecessary costs, and improving guest satisfaction

Results are based on a specific customer property and reflect performance during the referenced time period. Outcomes may vary depending on operational practices, property characteristics, and implementation scope.

Image Credit: La Mer Beachfront Resort