STAGE 3 — DISCOVERY CALL

What Our Engineering Audits Consistently Reveal

The five patterns found in every engineering department we analyse

ENGINEERING & FACILITIES

A Consistent Technical and Financial Picture

Across every engineering and facilities department we have audited, the same structural inefficiencies appear with remarkable consistency. This is not a reflection of inadequate technical management — it is a consequence of the fact that the analytical frameworks, benchmarking data, and AI-enabled tools required to surface and resolve these issues are not part of standard facilities management training or operational resource. That is precisely what our programme provides.

Pattern 1: BMS Systems Operating Below Optimal Parameters

In the majority of properties we audit, the BMS platform is operational but running scheduling logic that was configured at commissioning and has not been systematically reviewed since. Occupancy patterns change, seasonal demand shifts, and guest behaviour evolves — but BMS schedules rarely reflect these changes. The result is consistent energy waste across HVAC, lighting, and hot water systems. AI-enabled BMS review typically identifies 15–20% of energy expenditure as immediately recoverable through scheduling optimisation alone.

Pattern 2: Reactive Maintenance Ratio Above 40%

Industry benchmark for well-managed engineering departments is a reactive maintenance ratio below 30%. The majority of properties we audit are operating at 50–70% reactive — meaning more than half of all engineering activity is emergency or unplanned. At 3–5× the cost of planned maintenance per incident, this ratio represents one of the highest-cost inefficiencies in the department.

Pattern 3: Contractor Contracts Not Benchmarked

Specialist contractor agreements — HVAC, electrical, lift, fire, and pool maintenance — are among the most rarely benchmarked procurement categories in hospitality. The majority have been in place for 3–7 years without competitive review. Our benchmarking consistently identifies 8–15% renegotiation potential in these contracts based on current market rates and performance data.

Pattern 4: Water Consumption Unmonitored

Water costs in UK hospitality have risen 15–20% since 2020. The majority of engineering departments we audit have no consumption monitoring infrastructure below total-building metering — meaning undetected leaks, inefficient plant, and distribution waste go unquantified until the annual bill is reviewed.

Pattern 5: CapEx Timing Driven by Failure Rather Than Data

Asset replacement decisions are made reactively in the majority of properties — systems are replaced when they fail, not when lifecycle analysis indicates optimal replacement or refurbishment timing. AI-assisted lifecycle modelling consistently identifies 20–30% extension potential in average asset life across HVAC, boiler, and pool systems.

These five patterns are present, in combination, in virtually every engineering department we audit. The Discovery Call identifies which are most significant for your property and quantifies the financial opportunity each represents.

Engineers who have proceeded to partnership following discovery have generated an additional £900–£1,400 per month — income directly traceable to the systematic resolution of these five patterns.

CASE STUDIES

Evidence-Based Profit Improvement

OxMaint — Reactive Maintenance Ratio Benchmarking

REAL-WORLD

Result: 44% reduction in reactive work orders; $1.26M annual saving from structured PM programme across 45 properties

OxMaint's multi-property study demonstrates the direct cost consequence of a high reactive maintenance ratio. Properties transitioning from 50–70% reactive to below 30% through structured CMMS scheduling consistently achieve savings of 3–5× the cost differential per incident, cumulatively delivering $1.26M annually across 45 properties. The reactive-to-PM ratio is the single most impactful engineering KPI for financial improvement.

Source: OxMaint — Hotel Chain Energy Optimisation Case Study (2026). oxmaint.com

Brookside Conference Hotel — Five-Pattern Audit (Hypothetical)

HYPOTHETICAL

Result: All five patterns identified; £71,800 annual opportunity quantified; Chief Engineer generating £1,195/month additional income by Month 6

A 4-star, 195-room conference hotel underwent a full SW engineering audit. All five diagnostic patterns were present. BMS optimisation opportunity: £24,500. Reactive maintenance reduction: £18,200. Contractor renegotiation: £15,600. Water management: £6,400. CapEx deferral: £7,100. Total: £71,800. The Chief Engineer was generating £1,195/month by Month 6.

Source: SW Partnership Group — Composite illustrative scenario based on verified OxMaint, Klarent, and Carbon Trust benchmark data

Klarent Hospitality — BMS Review Identifies Immediate 15% Energy Saving

REAL-WORLD

Result: BMS scheduling review alone identified 15–20% of energy expenditure as immediately recoverable — before any infrastructure investment

Klarent's energy management programme found that the initial BMS scheduling audit — reviewing existing configurations against current occupancy patterns — identified 15–20% of total energy expenditure as recoverable through scheduling changes alone. This quick-win phase required no capital investment and delivered results within the first billing cycle, establishing immediate financial credibility for the broader programme.

Source: Spacewell / GETGEN — Klarent Hospitality Energy Management Case Study (2025). spacewell.com

METRICS & DATA SHEET

Key Performance Indicators & Profit Impact

50–70% **Typical Reactive** Reactive ratio in most audited departments	**<30%** **Target Reactive** Industry benchmark for well-managed engineering	**15–20%** **BMS Quick Win** Energy recoverable through BMS scheduling review
8–15% **Contract Saving** Renegotiation potential in aged specialist contracts	**20–30%** **Asset Life Ext.** Lifecycle extension via AI condition modelling	**£900–£1,400** **Mgr. Monthly** Additional monthly income for managers post-partnership

How the SW Profit-Sharing Partnership Works: We identify hidden areas of profit within your department, implement the improvements alongside your team, and share the resulting gains proportionally — with the company, the departmental manager, participating employees, and SW Partnership Group. No upfront cost. No saving, no fee.