SMART FLOW

Case study

Kiltipper Woods Care Home

ABOUT

Kiltipper Woods Care Home, located in Dublin, Ireland, provides exceptional residential care for the elderly, including long-term, respite, and specialized dementia care. With a focus on independence, dignity, and comfort, Kiltipper Woods offers a warm, family-like atmosphere where residents receive personalized care from a compassionate and professional team.

THE challenge

When Neil Armstrong took over as the Financial Controller , it quickly became apparent that the water bills were excessive for a facility of its size. Despite raising concerns with the utility company, the situation only worsened. Water bills continued to rise, doubling from €10k per quarter to €20k per quarter. Neil believed the care home was being overcharged.

THE OUTCOME

SMART FLOW provided immediate insights, revealing that the facility's actual water consumption was only €50 per day (approximately €18k per year), far lower than what was being charged.

Armed with precise data and clear insights, the care home was able to show that it had been overpaying for years and should be entitled to a refund.

This issue highlighted the importance of having accurate, real-time data to monitor water usage and resolve disputes. With the SMART FLOW system, the care home was able to turn a frustrating situation into a success, saving significant resources and reducing stress on the business.

IMPACT

€280,000 rebate on Water Charges

Dermot McDermott, the care home owner, described the solution as a "game changer". "SMART FLOW has been transformative for us. It gave us the ability to clearly show our actual consumption, and most importantly, it helped us secure that rebate. Without SMART FLOW, I don't think we ever would have found a resolution. We may have had to pay the €280,000 just to avoid a court case, which could have really hurt our business.