

CASE STUDY · DATA CENTRE / TENANT BILLING SOFTWARE

How Nxtra Data Center Turned 438 Energy Meters into One Automated Billing Brain in 30 Days

Before EnSmart, the billing team at Nxtra's Chennai facility played a daily game of 'find the number' — walking floors, calling staff, cross-checking spreadsheets. Today, every tenant gets a live, accurate, group-wise bill automatically. No chasing. No guessing. No dispute.

Client: Nxtra Data Center · Location: Chennai, Tamil Nadu · Platform: EnSmart Tenant Billing Software · Deployed: October 2025

At a Glance

438	1	100%	Live	438
Energy Meters Connected	Month Project Completion	Reports Automated	Group-Wise Billing	Comm Alarms Active

The Old Way: A Billing Team Running a Manual Marathon Every Month

Imagine a post office where every letter has no tracking number. A parcel goes missing and no one knows where it stopped — was it the sorting room, the delivery van, or the last mile? That's exactly how communication failures worked at Nxtra before EnSmart.

With 438 energy meters spread across a live data center, if a meter stopped communicating — due to a network fault, protocol error, or cable issue — nobody knew until billing time, when a blank reading appeared and the entire reconciliation had to be redone manually.

- **Reports prepared manually every billing cycle**

Staff pulled data from disparate sources and typed figures into spreadsheets every billing cycle — time-consuming, error-prone, and unsustainable at 438 meters.

- **Monthly cycles hid mid-month anomalies**

Consumption anomalies went unnoticed until it was too late to investigate — by the time the spreadsheet was assembled, the trail had gone cold.

- **Communication dropouts caused billing errors**

With 438 meters across the facility, a single communication dropout on any meter left a data gap that cascaded into billing errors and tenant disputes.

- **No live communication alarms**

If a meter lost its connection to the network, nobody knew until the data was already missing — discovered only when a blank appeared in the billing report.

- **Group-wise billing done manually**

Tenants with multiple zones were reconciled by hand, creating hours of cross-referencing work every billing cycle — the single biggest source of errors.

"438 meters. One dashboard. The moment any meter loses communication — due to a network fault, Modbus timeout, or wiring issue — the system raises an alarm instantly. The operations team is alerted before a single data point goes missing, not after a blank appears in the billing report."

Not Just Software. A Customised Nervous System for a Live Data Center.

- **Done in 30 days.**

From kickoff to go-live in one calendar month — inside a live, operational data center with zero downtime to tenants at any point during deployment.

- **438 meters, all live.**

Every energy meter now streams live values into one unified dashboard — like giving the building a real-time pulse monitor that never sleeps.

- **Built around the client.**

EnSmart did not deliver a generic product. The software was customised to Nxtra's exact tenant structure, tariff rules, and reporting formats before go-live — configured to their requirements, not adapted from a template.

- **Group-wise billing.**

Tenants with multiple racks, rows, or zones get one consolidated, accurate bill — automatically grouped, not manually added up from multiple spreadsheet rows.

- **Communication alarms that actually work.**

Think of it like a phone network status indicator. The moment any of the 438 meters loses communication — whether due to a network fault, Modbus timeout, or wiring issue — the system raises a communication alarm instantly. The operations team is alerted before a single data point goes missing.

From Contract to Go-Live: The 30-Day Sprint

Period	Milestone
Oct 2025 Week 1	Project kickoff · Meter tagging audit · Tenant mapping across all 438 points — every meter tagged, every tenant identified, every zone documented.
Oct 2025 Week 2	Software customisation — tariff structures, group billing logic, and report formats configured to Nxtra's exact requirements. No generic templates.
Oct 2025 Week 3	Integration with all 438 energy meters · Live data validation across every point · Communication alarm threshold configuration for all meters.

Period	Milestone
Oct 2025 Week 4	UAT with Nextra operations and billing teams · Final customisations applied · Sign-off completed and system prepared for production go-live.
Nov 2025 Day 1	Go-live · First automated billing cycle runs · Zero manual intervention required · All 438 meters streaming · All communication alarms active.

What Changed After Go-Live

- **Zero manual reports.**

The billing team no longer prepares reports by hand. The system generates them automatically on schedule — or on demand, any time.

- **Live values, always.**

All 438 meters stream real-time data. Operations can see consumption patterns as they happen, not after the billing cycle closes.

- **Communication alarms prevent data gaps.**

Like a network monitoring tool for your billing layer — if any meter goes offline or loses communication, the system flags it immediately. No more discovering blank readings at month-end. No more guessing which meter dropped out and when.

- **Disputes eliminated at source.**

Every reading is timestamped and system-generated. When a tenant questions a bill, the answer is one click away — not a two-day investigation.

- **Faster billing cycles.**

What used to take days of manual collection and calculation now closes in minutes. Finance teams get cleaner data, faster.

Results and Value Delivered

Area	Before EnSmart	After EnSmart
Billing Reports	Manual — staff pull data and type into spreadsheets	Automated — system generates on schedule or demand
Meter Monitoring	No live view — blank readings discovered at month-end	All 438 meters live on one unified dashboard
Comm Alarms	No alerts — dropouts found only in missing billing data	Instant alarm on any of 438 meters losing communication
Group Billing	Manual reconciliation — hours per tenant per cycle	Automatic grouping — one consolidated bill per tenant
Dispute Resolution	Two-day investigation — multiple spreadsheet sources	One-click — every reading timestamped and traceable

Area	Before EnSmart	After EnSmart
Tariff Handling	Manual rate application — error-prone each cycle	Custom tariff engine — rates applied automatically
Billing Cycle Time	Days of manual data collection and calculation	Minutes — automated close, clean data, zero manual step

Frequently Asked Questions

Q: Was the data center kept live during deployment?

A: Yes. EnSmart deployed the tenant billing software in parallel with ongoing operations. No tenant services were interrupted at any point during the 30-day implementation.

Q: How were 438 meters integrated so quickly?

A: Since the meters were already installed, integration focused on tagging, mapping, and configuration — not hardware. Standard Modbus and BACnet protocols meant connection was fast and reliable.

Q: What is a communication alarm?

A: A communication alarm triggers when a meter stops sending data to the system — due to a network fault, protocol timeout, or physical wiring issue. Think of it like a 'signal lost' indicator on your phone. The system immediately alerts the operations team so the issue is fixed before any billing data goes missing.

Q: What does group-wise billing mean in practice?

A: A single tenant may occupy multiple racks, rows, or zones — each with its own meter. Group-wise billing automatically aggregates all those readings under one tenant account and generates a single consolidated invoice. Previously this was done manually by cross-referencing multiple spreadsheet rows.

Q: Can the software handle different tariff rates per tenant?

A: Yes. The billing engine was customised to Nxtra's specific tariff structures — including different rates per tenant tier, time-of-use variations, and common area apportionment.

The Nxtra Chennai deployment wasn't a box-and-ship project. EnSmart customised the software to the client's exact requirements, ran UAT alongside the operations team, configured live communication alarms across all 438 meters, and ensured the first automated billing cycle completed without a single manual touchpoint. That's the EnSmart model — not a generic product handed over, but a working system handed off.

EnSmart Doesn't Go Away After Go-Live.

If you manage a data center, IT park, or multi-tenant facility with complex billing requirements, we'd like to show you what 30 days can look like for your site. 438 meters. 30 days. Zero manual reports.

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