

CASE STUDY · COMMERCIAL / TENANT BILLING + CAFM

# How SKCL Excellence at Guindy Solved Tenant Billing and Common Area Facility Management Together — Ending Manual Meter Walks and Untracked Common Area Energy in 30 Days

At SKCL Excellence, TVK Industrial Estate, Guindy, two separate manual burdens were running every month. Vijay was hand-reading 24 meters across 4 floors to build tenant bills in a spreadsheet. And the building's common areas — corridors, cafeteria, open square zones, vacant shop fronts, and shared passages — had their energy running completely untracked. EnSmart solved both in one deployment. One project. One software. Thirty days. Go-live January 2026.

Client: SKCL Excellence, Sri Kausalya Constructions Ltd · Location: TVK Industrial Estate, Guindy, Chennai · Project: December 2025 – January 2026

## At a Glance

<b>24</b> Total Meters (12 EB + 12 DG)	<b>4</b> Floors Covered	<b>30</b> Days Deployment	<b>Zero</b> Billing Disputes Since Go-Live
<b>12</b> EB Meters	<b>12</b> DG Meters	<b>Jan</b> 2026 Go-Live	<b>1</b> Login Full Building

**Two Manual Problems Running Every Month — Tenant Billing and Common Area Management Both Done by Hand**

Picture SKCL Excellence on any billing day in late 2025. Vijay, the facilities manager at TVK Industrial Estate, Guindy, is carrying two problems simultaneously — and has no software for either.

The first is tenant billing: 24 meters across 4 floors, two power sources, and a spreadsheet waiting to be filled by hand. The second is the building's shared spaces — corridors running the length of every floor, a cafeteria on the ground level, open square areas near the entrance, vacant shop fronts along the perimeter, and common passages connecting everything. All of it consuming electricity every single day. None of it tracked, managed, or allocated under any CAFM process. Both problems had one solution. EnSmart.

- **The manual tenant meter walk**

Vijay walked all four floors of SKCL Excellence every billing cycle — visiting each of the 24 meter panels by hand, writing down EB and DG readings with no digital record, no timestamp, and no way to trace a wrong entry after the fact.

- **EB vs DG billing separated by hand in a spreadsheet**

EB supply and DG backup are billed at different tariff rates. Keeping 12 EB meters and 12 DG meters cleanly separated in a manual spreadsheet — tenant by tenant, floor by floor, every month — was painstaking, error-prone, and a constant source of tenant questions Vijay struggled to answer with confidence.

- **No floor-wise tenant reports**

When a tenant on Floor 2 or Floor 3 questioned their bill, Vijay had no quick way to show only their floor's data. Everything lived in one flat spreadsheet. Isolating a single floor's consumption took hours — and even then it was built manually, not generated by a system.

- **No CAFM — common areas completely untracked**

Corridors, cafeteria, open square areas, vacant shop fronts, and common passages were consuming electricity every day with zero automated tracking and zero cost allocation. The building had no idea which shared space was consuming how much.

- **No audit trail for tenant billing or common areas**

Neither the tenant billing data nor the common area energy consumption had any timestamped, immutable record. Tenant disputes meant hunting through old Excel files. Common area energy queries had no answer at all.

- **Two heavy manual burdens with zero automation**

The combined weight of the meter walk, the EB-DG spreadsheet separation, the floor-wise report assembly, and the complete absence of CAFM made operations at SKCL Excellence far more manual than a professionally managed commercial building at a premier Chennai address should ever be.

*"Two separate manual burdens — one software deployment. Vijay now runs tenant billing and the full common area dashboard from a single login, independently, from Day 1 of go-live. No vendor dependency of any kind."*

## What Made SKCL Excellence a Standout Case — Tenant Billing and CAFM Delivered Together

- **Tenant Billing + CAFM — one project, one deployment.**

Most buildings treat tenant billing and common area management as separate projects with separate vendors and separate go-lives. At SKCL Excellence, EnSmart delivered both in a single integrated deployment starting December 2025. One site survey. One configuration. One handover to Vijay. One go-live in January 2026.

- **Custom init fields — accurate billing from Day One.**

All 24 meters at SKCL Excellence carried existing readings at go-live. EnSmart's custom initialisation fields let Vijay enter each meter's correct opening value individually — so the very first bill in January 2026 was accurate from the first digit, not distorted by years of prior accumulated consumption.

- **12 EB + 12 DG — structurally separated inside the software.**

All 12 EB meters and 12 DG meters were tagged at setup with their respective tariff rates inside the software. The EB-DG separation is architectural — it lives in the system, not in a spreadsheet column Vijay has to maintain manually.

- **CAFM — every shared space gets a digital identity.**

Corridors, cafeteria, open square areas, vacant shop fronts, and common passages were each individually mapped, metered, and configured inside EnSmart's CAFM module. For the first time in the building's history, every shared space had its own meter, its own consumption log, and its own reportable data trail.

- **Floor-wise tenant reports in under sixty seconds.**

The software's report engine lets Vijay select any floor, set a billing period, and generate a complete meter-by-meter consumption and billing summary for that floor alone. What previously took hours of manual spreadsheet assembly now takes three clicks.

- **30-day end-to-end delivery — both workstreams in parallel.**

From project kick-off in December 2025 to full go-live in January 2026 — both the Tenant Billing Software and the CAFM module fully commissioned, configured, validated, and handed over to Vijay in one calendar month.

## December 2025 to January 2026 — Tenant Billing + CAFM Live in 30 Days

Milestone	What Happened
<b>Dec 2025 · Week 1 Kick-Off</b>	Project kick-off at SKCL Excellence, TVK Industrial Estate, Guindy — full site survey covering all 4 tenant floors and all common areas. Meter inventory completed for all 24 tenant meters. Opening readings recorded for custom init fields. Full CAFM circuit mapping done for corridors, cafeteria, open square areas, vacant shop fronts, and common passages.
<b>Dec 2025 · Week 2</b>	Hardware wiring and network connectivity completed — all 24 EB and DG tenant meter panels connected floor by floor, and all CAFM metering points wired and networked across every shared space in the building.
<b>Dec 2025 · Week 3</b>	Full software configuration — floor-wise tenant meter tagging, EB and DG tariff rates applied per meter, custom init fields entered by Vijay for all 24 meters. CAFM module configured with every common area mapped, named, metered, and assigned to its circuit. First test billing and CAFM reporting runs validated.
<b>Dec 2025 · Week 4</b>	Full commissioning — all 24 tenant meters and all CAFM metering points validated against physical readings. End-user training delivered to Vijay covering tenant floor report generation, CAFM dashboard navigation, common area consumption views, and complete login handover.
<b>Jan 2026 · Go-Live</b>	First live tenant billing cycle and first live CAFM reporting run — both executed independently by Vijay. Floor-wise tenant reports generated for all 4 floors. All common area dashboards live. Zero vendor involvement from Day 1 of go-live.

## What Changed at SKCL Excellence After Tenant Billing + CAFM Went Live in January 2026

- **The monthly meter walk — completely eliminated.**

Vijay no longer walks four floors with a clipboard. All 24 meters report automatically through the software. Billing day went from a multi-day physical and administrative burden to a dashboard login and a few report clicks.

- **EB vs DG billing — accurate every cycle, zero manual effort.**

Structural tariff separation in the software means every tenant at SKCL Excellence is billed correctly for grid power and generator power at their respective rates — automatically, every billing cycle, without Vijay maintaining a single column in a spreadsheet.

- **CAFM — every shared space now visible and tracked.**

Corridors, cafeteria, open square zones, vacant shop fronts, and common passages now have full meter-level visibility inside the CAFM module. Every shared space has a consumption log, a timestamp trail, and a reportable data record — for the first time in the building's operational history.

- **Floor-wise tenant reports — sixty seconds, not half a day.**

Vijay generates a complete floor-wise billing report in under a minute. Tenant queries that previously triggered hours of spreadsheet excavation are now resolved with a single email attachment containing a clean, verifiable, meter-level floor report.

- **Zero billing disputes since go-live.**

Every tenant at SKCL Excellence now receives a bill backed by timestamped, meter-specific, source-separated data they can independently verify. Since January 2026, no billing dispute has been raised.

- **Common area cost allocation — finally data-backed.**

With CAFM tracking every shared space circuit, Sri Kausalya Constructions Ltd now has a real data foundation to allocate common area energy costs fairly and transparently — by area, by usage period, by circuit — instead of estimates.

- **Vijay operates the entire building from one login.**

From the first live cycle in January 2026, Vijay has run both the Tenant Billing module and the CAFM dashboard without any vendor support. One login. Complete building visibility. Full operational independence.

## Results and Value Delivered

Area	Before EnSmart	After EnSmart
<b>Tenant Billing</b>	Manual meter walk — 24 meters, 4 floors, every month	Automated — all 24 meters report to dashboard
<b>EB vs DG</b>	Manual spreadsheet separation — error-prone every cycle	Structural tariff tagging — auto-separated always
<b>Floor Reports</b>	Hours of manual spreadsheet assembly per query	Any floor, any period — report in 60 seconds
<b>Common Areas</b>	No CAFM — corridors, cafeteria, all untracked	Every shared space metered, logged, reportable
<b>Audit Trail</b>	No timestamped records — disputes unresolvable	Full timestamp trail — every meter, every read

Area	Before EnSmart	After EnSmart
<b>Billing Disputes</b>	Ongoing — no verifiable data to share with tenants	Zero disputes since January 2026 go-live
<b>Operator Access</b>	Manual process — vendor dependent for any reporting	One login — Vijay owns both modules fully

## Frequently Asked Questions

### Q: What is CAFM and what does it do at SKCL Excellence?

A: CAFM is the automated monitoring and management of all shared, non-tenant spaces in a building. At SKCL Excellence, every corridor, the cafeteria, open square areas, vacant shop fronts, and common passages are individually metered and tracked inside EnSmart's CAFM module. Each shared space now has its own digital identity — a meter, a live consumption reading, a historical log, and a reportable data trail. Before CAFM, these spaces consumed electricity with zero visibility.

### Q: What are custom init fields and why did they matter?

A: When EnSmart was installed in December 2025, all 24 tenant meters already carried accumulated readings. Custom init fields let Vijay enter each meter's exact reading at go-live as the software baseline. From that point, the software calculates consumption as the difference between new readings and that opening value — so the very first bill in January 2026 was accurate from the first digit, not inflated by prior consumption history.

### Q: How does the software separate EB and DG billing?

A: Each of the 24 meters is tagged inside the software at setup as either an EB meter or a DG meter, with its correct tariff rate assigned structurally. Every tenant bill shows EB consumption and DG consumption as separate line items, each correctly rated, every cycle, automatically — with no manual spreadsheet column management required.

### Q: Can Vijay generate a report for just one floor?

A: Yes — floor-wise report isolation was one of the core requirements driving this deployment. Vijay selects the floor, sets the billing period, and the software generates a complete meter-by-meter billing summary for that floor only. A query from a Floor 3 tenant does not pull data from all four floors. The full report is ready and shareable in under sixty seconds.

### Q: How does CAFM handle vacant shop fronts and empty common zones?

A: Vacant shop fronts and empty common areas still draw standby power daily. Before CAFM, this consumption was completely invisible. After go-live, each vacant zone is assigned its own circuit and metering point inside the CAFM module — all energy consumed is logged, timestamped, and visible on the dashboard regardless of occupancy.

### Q: How quickly did Vijay become self-sufficient on both modules?

A: Vijay was trained on both modules during the commissioning week in December 2025. Both are accessible from the same single login and designed for facility managers, not engineers. Vijay ran the first live cycle in January 2026 entirely independently — zero vendor involvement required from Day 1 of go-live.

### Q: Is a 30-day deployment realistic for a combined Tenant Billing + CAFM project?

A: For a building like SKCL Excellence — four floors, 24 defined tenant meters, accessible panels, and a clearly mapped common area footprint — yes. Running both workstreams in parallel during December 2025 — tenant meter wiring alongside CAFM circuit mapping — was what made the 30-day timeline achievable.

*If your building is still managing tenant billing on a clipboard and running common areas with no CAFM in place — the SKCL Excellence deployment at TVK Industrial Estate, Guindy shows you exactly what the transition looks like. Two manual problems. One software deployment. Thirty days. And a facilities manager who now runs the entire building's tenant billing and CAFM from a single dashboard login.*

## **SKCL Excellence Joins 200+ Buildings Running on EnSmart's SmartNova Platform**

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