

Gateway In. Software Live. 94 Tenant Bills Matched 100% — All in One Month.

Tidel Park Coimbatore had three different types of tenants, three different billing formulas, and meter data that was going nowhere. EnSmart supplied the communication gateway to collect meter data and delivered a complete Tenant Billing Software — and when the bills were compared against Tidel's own manually generated bills, every single number matched 100%.

Client: Tidel Park Coimbatore · Location: Coimbatore, Tamil Nadu · Platform: EnSmart Tenant Billing Software · Year: 2022

At a Glance

94 Total Consumers Billed	52 General Consumers	12 Food Court Consumers	30 SME Consumers
100% Bill Match Accuracy		1 Month Deployment Time	

Three Tenant Types. Three Billing Formulas. Meter Data Going Nowhere.

The billing team at Tidel Park Coimbatore had meters installed across the building — but the data those meters were collecting had no way to reach a system that could use it. Every month, readings were collected manually, entered into spreadsheets, and then put through three completely different billing formulas depending on whether the tenant was a General office, a Food Court unit, or an SME. General tenants needed energy readings plus pantry power. Food Court tenants required a multi-step calculation covering common area lighting, AC power, additional working hours, and kitchen exhaust. SME tenants had fresh air fan and cassette unit charges on top. The formulas existed. The meters existed. But without a communication gateway to collect that meter data automatically, and without software to process it, the team was doing everything by hand — every single month. It took days, it was impossible to audit cleanly, and one formula error could cascade silently across dozens of bills before anyone caught it. What they needed was a gateway to bridge the meters to a system, and software that could finally replace the spreadsheets.

No Gateway. No Software. Three Formulas Done by Hand Every Month.

- **No communication gateway in place** — meter data could not be collected automatically and had to be read and entered manually every billing cycle.
- **Three distinct consumer categories** — General, Food Court, SME — each with completely different billing formulas applied manually every month using spreadsheets.
- **Food Court billing required multi-variable calculations** covering common area lighting, AC power, additional working hours, and kitchen fresh air and exhaust — all done by hand.
- **SME billing involved fresh air fan and cassette unit allocations** that standard meter readings alone could not produce automatically.
- **No digital audit trail** — if a tenant disputed a bill, the team had to manually trace back through worksheets to find the source.
- **Bill generation consumed days every month** — not because the data was missing but because there was no gateway to collect it or software to process it.

"Pure hardware and software, deployed together in one month, validated against Tidel's own manually produced bills — and every number matched exactly. Not approximately. Not mostly. Exactly."

Gateway Supplied. Software Configured. Bills Validated — All in One Month.

Communication Gateway Supplied by EnSmart EnSmart supplied and configured the communication gateway that connects all meters to the billing software — enabling automatic meter data collection and eliminating manual reading entirely.	Three Billing Engines in One Platform General, Food Court, and SME consumers each have fundamentally different billing formulas. EnSmart configured all three inside a single platform — each category calculated correctly and automatically every billing cycle.
100% Bill Match on First Run When the software-generated bills were compared side by side against Tidel's own manually produced bills, all 94 consumers matched exactly — General, Food Court, and SME without a single discrepancy.	End-to-End Solution EnSmart delivered both the hardware gateway for meter data collection and the billing software on top — a single vendor, single deployment, complete solution.
BTU Integration With Editable Constant Chilled water BTU consumption was built into the billing engine with an editable BTU constant — ensuring cooling costs were accurately and fairly allocated to the right tenants.	Custom Group and CRP Balance Reporting Beyond individual tenant bills, custom groups such as MPCC, Incomer, and Rising Main can be tracked separately. CRP balance is calculated and reported automatically — replacing a manual ledger entirely.

If Your IT Park Has Multiple Tenant Types and Meter Data With Nowhere to Go — This Is Your Story

Relevant Facility Types

- IT Parks and SEZs
- Mixed-use Commercial Campuses
- Food Court and Retail-integrated Office Parks
- Technology and Business Parks with SME Zones

Relevant Roles

- Facility Managers
- Estate and Property Managers
- Finance and Billing Teams
- MEP Heads
- Operations Directors

Real Gateway. Real Billing. Real Match.

- How EnSmart supplied and configured a communication gateway to automatically collect meter data from all 94 tenant meters — eliminating manual reading entirely.
- How to automate billing for three completely different tenant types within a single software platform connected to a live gateway.
- How EnSmart replicated Tidel Park's existing manual billing formulas exactly — including Food Court common area calculations and SME fresh air unit allocations.
- What a one-month end-to-end deployment looks like — gateway supply, software configuration, and 100% validated billing all within a single month.
- How BTU meter integration works within a tenant billing system and why an editable constant matters for long-term flexibility.
- Why a 100% match against existing manual bills is the only real proof that a billing software works.

What Changed for the Tidel Park Coimbatore Team

Manual Meter Reading Eliminated The EnSmart-supplied communication gateway now collects meter data automatically from all tenant meters — the billing team no longer reads or enters a single meter value by hand.	Monthly Manual Billing Eliminated What previously took the team days of spreadsheet work every month now runs automatically — gateway data feeds directly into the billing engine, and bills are generated in minutes.
100% Billing Accuracy Verified Software-generated bills for all 94 consumers — 52 General, 12 Food Court, 30 SME — matched Tidel's manually produced bills exactly, confirming every formula was correctly replicated.	Tenant Disputes Resolved Faster Every bill now carries a complete digital audit trail — gateway-collected meter readings, formula applied, and billing period are all recorded and accessible instantly when a tenant raises a query.
Three Consumer Types, Zero Manual Calculation General pantry power, Food Court common area and AC allocation, SME fresh air and cassette unit charges — all calculated automatically using live gateway data with the right formula for each category.	PDF and Excel Export Ready Instantly Every bill — General, Food Court, SME — is available for download in both PDF and Excel the moment it is generated, with the Tidel Park logo and format built in.

Gateway Supplied, Software Configured, Bills Validated — All Within One Month

Phase	Milestone
Week 1 (2022)	Project kickoff — EnSmart communication gateway supplied and installed; meter connections established; existing billing formats and worksheets collected from Tidel team.
Week 2	Gateway confirmed live with all meters communicating; General consumer billing engine configured; Food Court multi-variable formula built including common area lighting, AC power, and additional working hours.
Week 3	SME fresh air fan and cassette unit calculations configured; BTU constant integrated; CRP balance module set up; meter tags mapped and grouped via gateway.
Week 4	Sample bills generated for all three categories using live gateway data; reviewed with Tidel team; corrections applied including logo, alphabetical ordering, and annexure format.
End of Month	Full billing run completed — all 94 consumer bills generated from gateway data and matched 100% against Tidel's manually produced bills.
Ongoing	System live for monthly billing; gateway operational; continuous support and updates provided by EnSmart based on Tidel team requirements.

Frequently Asked Questions

Q: What is the communication gateway and why was it needed?

A: The communication gateway is the hardware bridge between the physical energy meters installed across Tidel Park and the billing software. Without it, meter data had to be collected manually. EnSmart supplied and configured the gateway so that all 94 tenant meters communicate automatically with the billing platform every billing cycle.

Q: Why does a single IT park need three different billing formulas?

A: Tidel Park Coimbatore has three fundamentally different tenant types. General tenants are billed on energy consumption plus pantry power. Food Court tenants share common area infrastructure — lighting, AC, exhaust — that must be fairly allocated. SME tenants have dedicated HVAC equipment requiring separate calculation. One formula cannot serve all three fairly.

Q: Did EnSmart install any new energy meters?

A: No. EnSmart supplied the communication gateway to connect the existing meters to the software. No new energy meters were installed — the existing meter infrastructure was used throughout.

Q: How did EnSmart ensure the software bills matched the existing manual bills?

A: EnSmart worked directly from Tidel's own billing worksheets and formats, replicating every formula precisely into the software. A parallel comparison run was done where software-generated and manually produced bills were placed side by side — all 94 matched 100%.

Q: What is a BTU constant and why does it need to be editable?

A: BTU meters measure thermal energy from chilled water cooling. The BTU constant converts raw readings into billing units. Making it editable means Tidel's team can adjust it if tariff structures or equipment configurations change — without waiting for a software update.

Q: Is the system still active?

A: Yes. EnSmart continues to support and update the Tidel Park Coimbatore billing system — the same gateway and software that went live in 2022 continues to collect meter data and generate bills every single month.

Gateway Supplied. Software Delivered. 94 Bills. 100% Match. One Month.

Tenant billing is not just about automation — it is about trust. Every tenant who receives a bill needs to know the number is right. Every facility manager who signs off needs to know no meter was misread and no formula was missed. At Tidel Park Coimbatore, EnSmart delivered the complete picture — the communication gateway that connects every meter to the system, and the billing software that turns that data into accurate, auditable bills for all 94 consumers across three completely different categories.

Pure hardware and software, deployed together in one month, validated against Tidel's own manually produced bills — and every number matched exactly. Not approximately. Not mostly. Exactly. The system has been live since 2022 and continues to run, evolve, and deliver accurate bills every single month.

Gateway Supplied. Bills Delivered. The Way Forward Is Automated.

If your facility has multiple tenant types and meter data with nowhere to go, Tidel Park Coimbatore's one-month story is exactly where your conversation with EnSmart should begin. Gateway. Software. 100% Match.

ensmart.ai · bmssales@ensmart.ai · EnSmart Tenant Billing Software