CASE STUDY · IT PARK / TENANT BILLING SOFTWARE

How EnSmart Brought Billing Clarity to Chennai's Landmark IT Park — 1,496 Meters, One Platform, Three Weeks

Tidel Park had 121 tenants, a mix of BTU and energy meters, and a billing process held together by spreadsheets and monthly arguments. EnSmart's commissioning engineer replaced all of it — in just 3 weeks, without disrupting a single tenant.

Client: Tidel Park Chennai · Location: Chennai, Tamil Nadu · Platform: EnSmart Tenant Billing Software · Year: 2024

At a Glance

1,496 Total Meters Integrated	**341** BTU Meters (Chilled Water)	**1,155** Energy Meters Electrical
121 Tenant Units Billed	**3 Wks** Go-Live Time	**Active** Ongoing Support

The Meter Room Nobody Wanted to Walk Into

Meet Suresh. He's the Commissioning Engineer assigned to Tidel Park — one of Chennai's busiest IT campuses. When he walked the site for the first time, he faced 1,496 meters spread across the building: 341 BTU meters measuring chilled water cooling energy, and 1,155 electrical energy meters covering every tenant floor.

Each meter was live. Each tenant was billed monthly. And every billing cycle, the facility team spent days manually reading meters, punching numbers into spreadsheets, cross-checking figures with the estate office — and still fielding dispute calls from tenants who swore their bill didn't add up. Suresh's job was to fix this. He had three weeks.

- **Manual meter reading across 1,496 meters took days every billing cycle**
  Error-prone and exhausting for the facility team — each billing cycle meant physically walking every floor, recording numbers by hand, and punching them into a spreadsheet.

- **BTU and energy meters billed separately with no unified view**

  341 BTU meters for chilled water cooling were handled entirely separately from the 1,155 energy meters — no single system connected them.

- **Tenants disputed bills regularly**

  No timestamp, no audit trail, no verifiable proof — when a tenant called to dispute a bill, there was no system-generated data to show them.

- **Revenue leakage went undetected**

  Consumption vs. billing was never automatically reconciled — the gap between feeder meter readings and tenant-billed units was invisible every month.

- **No consumption trend visibility**

  The team couldn't spot anomalies or high-usage tenants until the month had already passed — no live data, no early warning.

- **Every routine billing query routed back to the facility desk**

  Consuming hours of staff time every month on questions that a self-service dashboard could answer in seconds.

> *"1,496 meters. 121 tenants. Two entirely different meter technologies. One platform. Three weeks. And not a single billing dispute in the first automated cycle. That is what commissioning at scale looks like when the software is built for it."*

Not Just Software. A Billing Backbone for 121 Businesses — Commissioned in 3 Weeks.

- **Mixed meter fleet, one platform.**

  341 BTU meters and 1,155 energy meters — two entirely different measurement technologies — unified under a single billing engine without any hardware replacement.

- **3-week deployment.**

  From kickoff to go-live in just 3 weeks across a live, fully occupied IT park — zero disruption to any of the 121 tenant operations throughout.

- **Human-scale complexity handled automatically.**

  121 individual tenant accounts, each with unique lease structures, consumption patterns, and billing cycles — all configured and automated by Suresh's team.

- **Graph-based consumption view.**

  Every tenant can now see their own consumption curve — hourly, daily, monthly — ending the 'my bill looks wrong' calls for good.

- **Loss detection built-in.**

  The system automatically flags the delta between feeder meter and the sum of all tenant meters — revenue leakage becomes visible from Day 1.

- **Continuous improvement model.**

  EnSmart didn't deploy and disappear — the software is actively updated based on Tidel Park's evolving requirements, even today in 2026.

From Suresh's First Site Walk to First Automated Invoice — 3 Weeks

Phase	Milestone
Week 1 2024	Site survey by Suresh — full meter inventory audit, mapping all 1,496 BTU and energy meters across every floor and tenant zone in the building.
Week 2	Software configuration — 121 tenant accounts created, BTU and energy meters integrated, tariff structures set up, communication tested end-to-end.
Week 3	Parallel billing run, UAT sign-off, facility staff training, go-live — all completed within the third week of the project.
Month 2 onwards	First fully automated billing cycle complete — zero disputes raised by any of the 121 tenants. All readings timestamped and auditable.
2024–2026 Active	Active support, feature updates, and consumption analytics enhancements based on Tidel Park's ongoing requirements — a living platform, not a one-time deployment.

What Changed for Suresh — and for Tidel Park

- **Billing cycle cut from days to hours.**
  What took the facility team nearly a week now runs automatically overnight — meter reads, cost allocation, and invoice generation without any manual input.
- **Zero billing disputes.**
  Every reading is timestamped and immutable. Tenants can see their own data. Dispute calls dropped to near zero within the very first automated billing cycle.
- **Revenue leakage made visible.**
  The gap between feeder consumption and tenant-billed units is tracked in real time — leakage that was previously invisible is now flagged and actioned immediately.
- **121 tenants self-served.**
  Each tenant account has its own consumption dashboard — the facility team no longer fields routine billing queries that once consumed hours of staff time.
- **Cooling cost fairly allocated.**
  BTU-based chilled water billing is now proportional and verifiable — tenants who use more cooling pay more, with zero manual calculation involved.
- **Ongoing software evolution.**
  EnSmart continues to update and enhance the system based on Tidel Park's requests — it is a living platform, not a one-time deployment.

Results and Value Delivered

Area	Before EnSmart	After EnSmart
Billing Cycle	Days of manual reading, typing, and cross-checking	Automated overnight — zero manual input required

Area	Before EnSmart	After EnSmart
BTU + Energy	Billed separately — no unified view or platform	One platform — both meter types, one billing engine
Tenant Disputes	Regular — no audit trail, no verifiable data	Zero disputes from first automated cycle onwards
Revenue Leakage	Invisible — feeder vs tenant delta not reconciled	Flagged in real time — actioned immediately
Tenant Visibility	None — tenants had no way to check their consumption	Self-service dashboard per tenant — hourly, daily, monthly
Loss Detection	No mechanism — gaps discovered by accident or not at all	Auto-delta between feeder and tenant sum — live
Support Model	One-off deployment — no ongoing improvement	Active — features and analytics evolving since 2024

Frequently Asked Questions

Q: How are BTU meters different from energy meters in billing?

A: Energy meters measure kWh — electrical consumption. BTU meters measure thermal energy — the chilled water used for cooling. Tidel Park has both, and EnSmart's platform bills each on its own tariff within one unified system.

Q: How did the commissioning engineer complete this in just 3 weeks?

A: Suresh and the EnSmart team ran site survey, configuration, and testing in parallel rather than sequentially — a structured commissioning approach built for live, occupied buildings where you cannot pause operations.

Q: Did tenants need to change anything on their end?

A: No. The entire system sits on the facility management side. Tenants gained access to a self-service consumption view — nothing in their operations changed.

Q: What happens if a meter goes offline?

A: The system flags missing reads in real time. Facility staff are alerted, and billing can be paused or estimated with a full audit trail until the meter is restored and readings are re-validated.

Q: Can this scale to more tenants or a second building?

A: Yes. The platform supports multi-building, multi-feeder hierarchies. Adding new tenants or integrating additional meters requires no architectural change.

Q: Is the software still being updated?

A: Yes. EnSmart actively supports and updates the Tidel Park deployment based on client requests — feature additions, report formats, and analytics improvements continue to this day.

The real proof isn't the 3-week deployment — impressive as that was for 1,496 meters across a live IT park. The real proof is that Tidel Park hasn't switched. Two years after Suresh and his team completed commissioning, EnSmart continues to support and evolve the billing platform alongside the Tidel Park operations team — adding features, responding to new requirements, and ensuring every one of those 121 tenant bills goes out accurately, on time, every month. That's what a long-term technology partnership looks like.

Tidel Park Still Runs on EnSmart — Commissioned in 3 Weeks, Trusted for 2 Years.

If your IT park or multi-tenant facility needs a billing platform that handles BTU, energy, and 100+ tenants — and you need it live without disrupting operations — this is what EnSmart delivers.

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