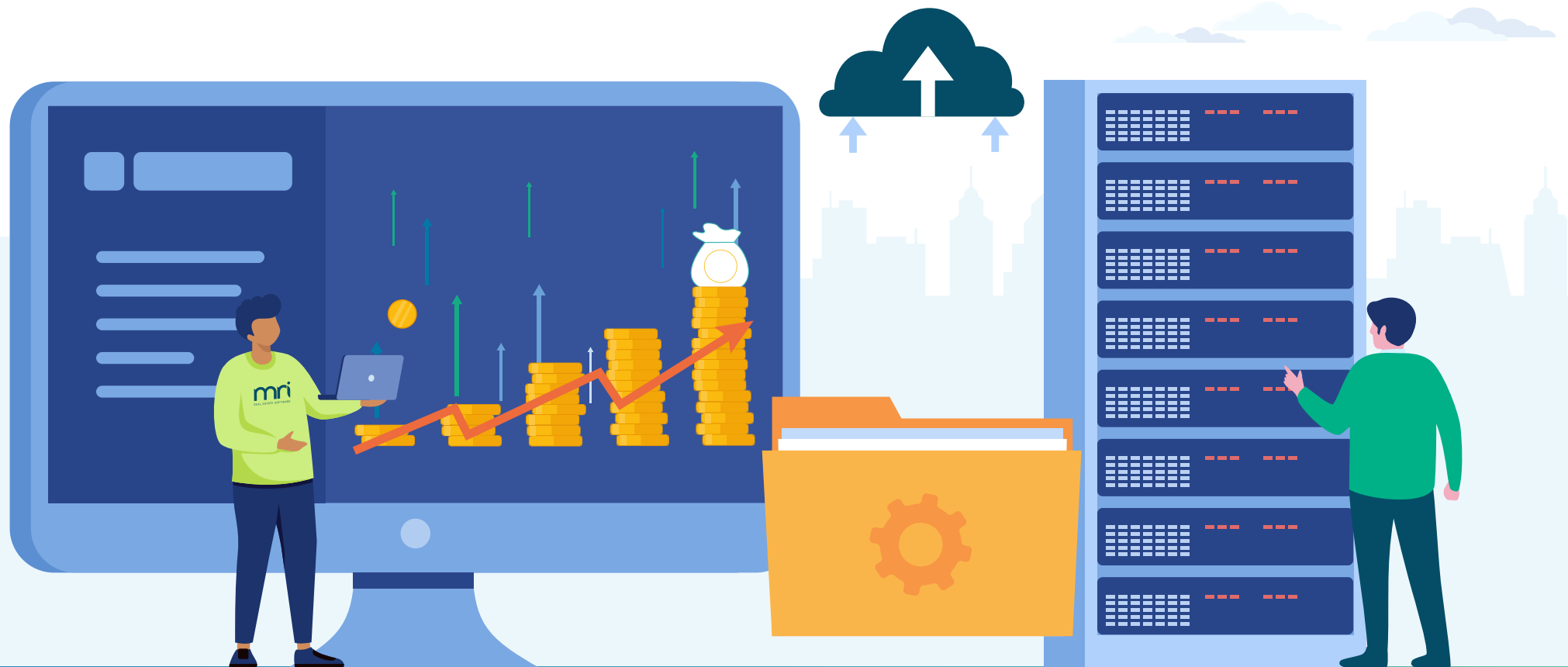


Data centre revenue assurance

Connecting lease intelligence, operational reality and billing accuracy to protect revenue, capacity confidence and financial performance



The estate changes, but the record does not.

Data centre revenue assurance is often treated as a billing problem. In reality, revenue leakage usually begins much earlier.

A customer contract changes. A new cross-connect is installed. Additional power is provisioned. A rack is moved. Smart hands services are delivered. Equipment is decommissioned. The estate changes, but the record does not.



The result is a familiar challenge:

- Contract agreements sit in one system
- Operational data lives somewhere else
- Billing teams spend weeks reconciling information
- Finance teams inherit uncertainty
- Revenue leakage remains difficult to identify

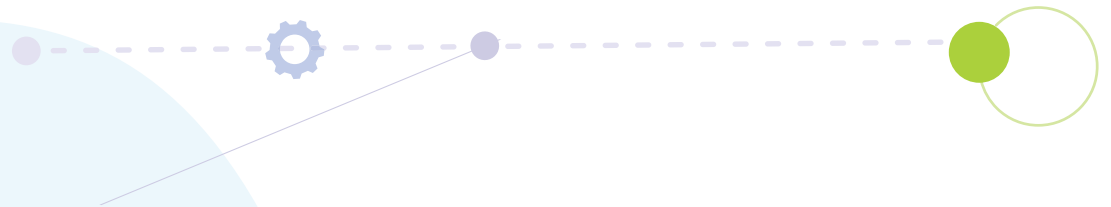


What it takes to protect returns in a high-growth market

The most successful operators take a different approach. They start by understanding:

- What they own
- What they have committed contractually
- What has actually been delivered
- What should be billed
- What capacity remains genuinely available

Only then can revenue assurance become reliable.



Why revenue assurance has become a board-level issue

The economics of data centres have changed.

Electricity now represents the largest operational cost category.

AI workloads are driving demand for higher-density deployments, GPU clusters and larger facilities.

100MW campuses are becoming commonplace, while operators continue managing a mix of legacy facilities, colocation halls, edge locations and regional sites.

PUE monitoring and impact on commercial performance.

Investors and boards require greater confidence that revenue is being recovered correctly and capacity is being monetised.

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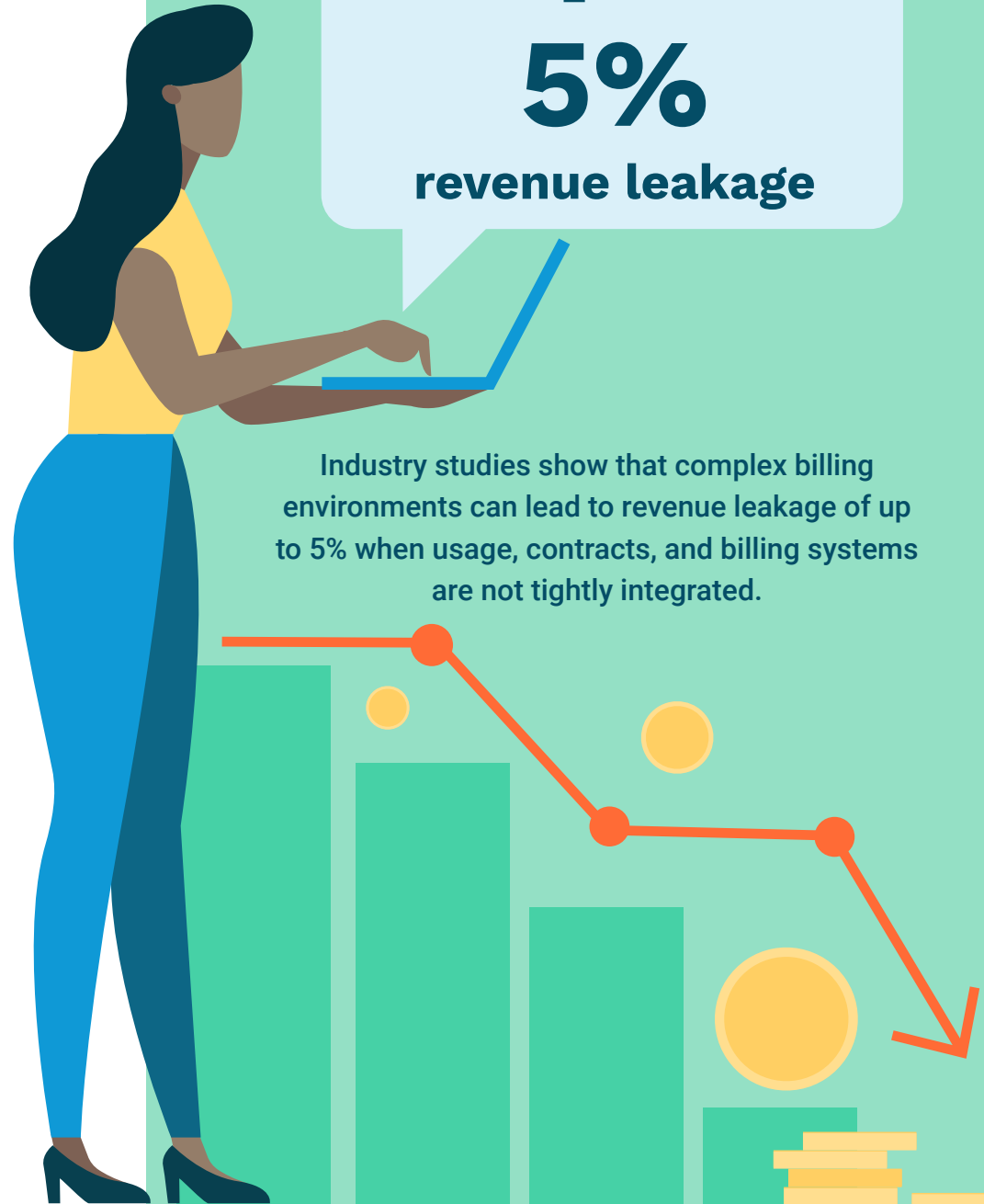
“Many operators discover that the challenge is not necessarily billing. The challenge is establishing a trusted baseline of operational and commercial truth.”



~Colin O'Reilly
Sales Director, MRI Software

‘Up to
5%
revenue leakage

Industry studies show that complex billing environments can lead to revenue leakage of up to 5% when usage, contracts, and billing systems are not tightly integrated.



The revenue assurance problem nobody talks about... despite there being solutions

The consequence is simple - finance teams spend significant effort validating what should already be known.

Contract uncertainty

- Multiple lease structures
- Regional contract variations
- Different charging approaches by country
- Legacy agreements inherited through acquisition



Lease Intelligence tools help operators transform complex lease and contract information into structured, actionable data that can be connected to operational and billing processes.

Operational uncertainty

- MACD activity not captured consistently
- Cross-connect changes recorded late
- Customer power allocations drifting from reality
- Contractor activity not reflected in operational systems



Seek operational truth with solutions such as Assetspire. Maintaining a live view of the estate, ensuring every change is accurately captured and displayed in real-time 2D and 3D twin.

Financial uncertainty

- Manual billing validation
- Revenue recovery exercises
- Customer invoice disputes
- Numbers that are difficult to defend to auditors and investors



Use a connected finance platform to align contractual commitments, service delivery and billing accuracy. Reconcile what was agreed, what was delivered and what should be billed with accuracy.

Revenue assurance starts with lease intelligence

Before anyone can determine what should be billed, they must understand **what has been agreed**.

This is where many operators struggle.

Contract information often exists across:

- Leases
- Customer agreements
- Colocation contracts
- Service orders
- Amendments
- Renewals
- Change requests

The information exists, but rarely in a form that can be operationalised consistently.

Key questions

- Which customer occupies which cages, rooms or racks?
- What power capacity was committed?
- Which cross-connect services were sold?
- What service levels apply?
- Which charges are fixed?
- Which charges are variable?
- Change requests

Without complete contract intelligence, billing teams are forced to reconstruct commercial obligations manually.

This introduces risk before a single invoice is created.

Put your lease data to work with MRI Software

MRI's AI-powered lease abstraction solution helps operators transform complex lease and contract information into structured, actionable data that can be connected to operational and billing processes.



Maintain revenue assurance with a single source of operational truth

Understanding obligations is only half the equation. Revenue assurance also requires evidence of what has been delivered.

This is where operational reality becomes critical.

Across data halls, white space, grey space, meet-me rooms and co-location environments, activity happens continually.

Examples include:

- Rack deployments
- Smart hands requests
- Power upgrades
- New circuits
- Network changes
- Cross-connect installations
- Equipment moves
- Decommissioning projects

The commercial exposure exists inside the gap between:
what was contracted and what physically exists today

Assetspire: a trusted operational view

Maintain a live, continuously verified view of physical assets, power chains, connectivity (cross connects and meet-me rooms, available and sold), reserved capacity and service delivery across the entire data centre estate. By capturing operational changes as they happen, operators can confidently align contracts, utilisation and billing against a single source of operational truth.



Complete revenue assurance with billing confidence

Understanding what was agreed and what was delivered creates the foundation for revenue assurance. The final step is looking at what is billed. Ensuring that contracted services, power consumption and operational activity are translated into accurate, auditable billing.

Billing complexity often arises from:

- Variable power consumption
- Multi-site customer agreements
- Cross-connect services
- Rack, cage and room charging structures
- Utility recovery models
- Service-based billing and chargebacks
- Regional billing requirements

Key questions

- Are all delivered services being billed correctly?
- Is power consumption aligned to contractual terms?
- Where is revenue being under-recovered?
- Which billing exceptions require investigation?
- How much reconciliation effort is required each month?
- Can finance confidently defend billed revenue?

Without a structured revenue assurance process, operators are often forced to rely on manual reconciliation, spreadsheets and retrospective reviews to identify discrepancies.

Greater confidence in billing with MRI Software

MRI's property management solution connects lease intelligence and operational data to automate billing, validate charges and identify revenue leakage. By reconciling contractual commitments against actual delivery, operators can improve billing accuracy, reduce manual effort and gain confidence that every billable service is accurately recovered.



The four stages of revenue assurance

1

Know what you have

Maintain an accurate record of data halls, cages, racks, power infrastructure, connectivity, assets and customer ownership.

Without this foundation, every commercial calculation inherits uncertainty.

2

Know what was delivered

Verify:

- MACD activity
- Service fulfilment
- Cross connect and meet-me room implementation
- Remote and Smart hands activity
- Power provision
- Logistics
- Spares/Inventory management

This closes the gap between commercial commitments and operational reality.

3

Know what should be recovered

Compare delivery against:

- Contract terms
- Billing schedules
- Customer obligations
- Usage records

Revenue assurance becomes evidence-based rather than assumption-based.

4

Know what remains available

Establish confidence in:

- Available rack capacity
- Available power
- Connectivity capacity
- Cooling capacity
- Expansion opportunities

Revenue assurance and capacity planning become part of the same discipline.



Bringing commercial and operational truth together

Revenue assurance is not a finance process. It is the outcome of connecting three disciplines:



Lease Intelligence

Understanding what was agreed.



Operational Intelligence

Understanding what exists and what was delivered.



Billing Intelligence

Recovering what is contractually owed.

Together, MRI Software and Assetspire create a framework that helps operators:

- Establish a trusted charging baseline
- Reduce manual reconciliation
- Improve billing accuracy
- Identify leakage sooner
- Improve capacity confidence
- Defend financial performance with evidence

Because the question finance teams, boards and investors ultimately ask is not:



“What did we bill?”

It is:

“Can we prove that what we billed reflects operational reality?”



Data centre revenue assurance assessment

Discover where contract data, operational records and billing processes diverge across your portfolio.

Identify opportunities to:



Improve billing accuracy



Strengthen revenue assurance



Establish a trusted commercial baseline



Reduce reconciliation effort



Improve capacity visibility

Stop data drift. Protect revenue. Prove capacity. Book your assessment today.



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