

Unit-T



Unit-T, part of the Solutions 30 group, operates in Belgium with 1,200 field employees handling around 8,000 customer interactions daily. Contracted by Fluvius, the national utility operator, **Unit-T** is tasked with replacing traditional analog meters with digital smart meters across the country. To succeed in this high-volume, high-stakes rollout, efficiency, compliance, and first-time-right execution are critical.

Unit-T's challenges

Unit-T encountered two major hurdles in delivering reliable smart meter installations:

- **Non-compliant installation reports:** Technicians' photos of completed installations were often blurry or poorly framed. As a result, Fluvius frequently demanded costly revisits, sometimes taking up to two weeks, to capture proper documentation.
- **High revisit rate due to limited QA:** Only 15% of installations were manually checked by the back office, leaving most jobs unverified. When photos failed to meet Fluvius' standards, Unit-T had to send technicians back at its own expense, driving up costs and reducing efficiency.

Results

By integrating Deepomatic Lens, Lumiere now benefits from automated analysis of all photo documentation submitted by ISPs and contractors:

- ✓ **Job conformity & first-time-right performance:** real-time photo analysis provides instant QA feedback, enabling technicians to correct issues immediately. This reduced the QA feedback loop from days to minutes and boosted first-time-right installations to over 98%.

- ✓ **Streamlined reporting:** meter data (EAN numbers, serial numbers, etc.) is now automatically extracted from photos, minimizing manual entry errors and speeding up documentation for field teams.
- ✓ **Increased velocity:** with fewer revisits and faster QA, Unit-T accelerated its installation rate by 5x, significantly improving rollout speed and operational efficiency.

“We wanted to leverage AI to empower our technicians. For Unit-T, it’s all about finding the optimum blending of humans and technology. We were impressed with the ease of IT implementation from a deployment perspective. Usually, it can take a bit of time to develop a new AI model, but we are able to do it in one week with Deepomatic Lens.”

- Christophe De Clercq, Chief Project Officer | Smart Metering

Why IQGeo

Unit-T chose Deepomatic Lens solution because of:

- **Tailored expertise:** IQGeo worked closely with Unit-T to fully understand its quality and safety requirements, creating custom checkpoints to validate smart meter compliance.
- **Fast and simple IT integration:** rapid deployment enabled seamless adoption into Unit-T’s FSM workflows.
- **Agility in model development:** new AI models can be trained and deployed in just one week, giving Unit-T the flexibility to quickly adapt to evolving operational needs.

