

Vodafone Spain



Vodafone Spain, a leader in fiber-to-the-home coverage with more than 15.6 million lines, is experiencing rapid growth in new subscriber connections. In this context, **Vodafone Spain**, one of the country's largest telecommunications providers, needed to implement a QA process with its contractors that would not slow down operations.

Vodafone Spain's challenges

Vodafone Spain required a reliable quality control process for fiber connections to ensure the accuracy of documentation provided by contractor technicians.

Previously, technicians were not required to take photos. They simply entered the operator's name into the FSM application without proof. This led to:

- **Billing discrepancies:** With no way to verify contractor reports, Vodafone Spain couldn't confirm that the work performed matched what was invoiced. Since photos were not mandatory, charges often went unchecked.
- **High unit installation costs:** The ISP was sometimes unfairly billed for new fiber installations instead of simple provider switches.

Results

Vodafone Spain rolled out **Deepomatic Lens** across all contractors. The new reporting process now requires technicians to capture a photo of the connection cable during fiber installation. The solution instantly reads and cross-checks the operator's name against data in the FSM app.

Thanks to this AI-driven QA process, Vodafone Spain has:

- ✓ **Reduced fiber unit installation costs by 20%.**
- ✓ **Established a reliable, verifiable billing process** with its contractors.

“The project with Deepomatic is fully aligned with our operational strategy to improve field operations efficiency. We are convinced that applying AI to our fiber operations will help us improve our efficiency and contribute to the reduction of installation costs.”

- Jorge Gato, Head of Field Service, Vodafone Spain

Why IQGeo

Vodafone Spain ran a 4-week field proof of concept and quickly saw measurable improvements in fiber installation documentation. It chose Deepomatic Lens for several reasons:

- **Ease of use in the field:** Photo capture and AI feedback are designed specifically for field operations, leveraging more than a decade of experience.
- **Commitment to delivery:** The IQGeo team ensured an on-time deployment with a clear focus on value.
- **Proven expertise:** IQGeo has extensive experience deploying large-scale AI projects in telecom fiber operations, particularly fiber installations.

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