IQGeo

Customer Installation

AI-powered Inspection of Customer Installations

Only 10% of fiber installations get checked after the technician's visit. Most field documentation is left unverified and contains missing or poor-quality photos. Errors in workmanship are detected too late, resulting in 20% of failures at service activation. With IQGeo, you can now leverage visual AI to automate the inspection of fiber installation photos and the validation of workmanship

Top 3 Benefits

1
QA cost savings

2
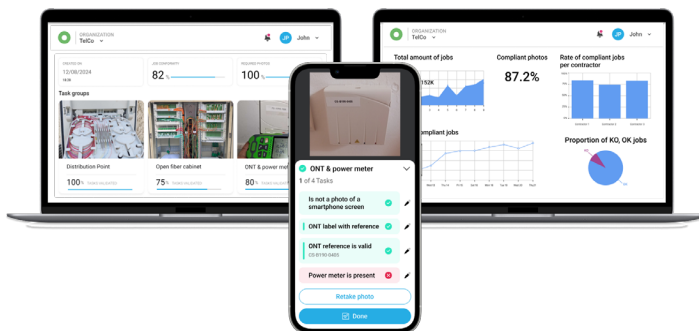Automate fieldwork acceptance

3
Great customer experience

Old Way	VS	Best Practice

Old Way

- ✗ Manual verification of a small portion of fiber connection reports
- ✗ Data entry errors due to manual field reporting tool
- ✗ Lack of visibility on the actual job done by your contractors' teams
- ✗ Revisits to correct installation defects

Best Practice

- ✓ 100% of customer installations automatically verified with AI
- ✓ Automated data capture and form filling to streamline and make the reporting journey more reliable
- ✓ Fair contractor payment based on proof of the job executed (new install or customer switch)
- ✓ Instant, on-site job validation preventing service activation failures

- Streamlined and guided data capture experience
- Real-time feedback to technicians
- Quality performance indicator monitoring
- Constant data access for QA/QC and field ops managers