

CityFibre



In the race to provide top-notch fibre optic services to millions of homes across the UK, **CityFibre**, the country's largest independent full fibre platform, needed to ensure impeccable quality across all operations. With ambitions to serve a third of the UK, **CityFibre** recognizes the critical importance of adhering to its 'Better by Design' approach, which demands nothing short of excellence in every fibre optic installation.

CityFibre's challenges

CityFibre relied on manual audits to verify the work done by its field engineers and contractors:

- **Inefficient QA process:** Managers reviewed just 20% of operations, spending up to 60 minutes per audit. This was slow, expensive, and lacked the accuracy and scale needed to meet CityFibre's ambitious rollout goals.
- **Data discrepancies:** Errors in asset inventory reporting during fibre exchange operations caused mismatches between field data and system records.

Results

CityFibre implemented **NetLux AI** to make its QA process more efficient and cost-effective. CityFibre's engineers seamlessly capture images before and after their work, transforming documentation into a streamlined, real-time process.

NetLux AI analyzes every photo in real-time to ensure stringent quality standards are met, flagging any deviations instantly. Engineers receive prompt feedback, enabling on-site corrections and minimizing revisits. Fiber cassette inventory levels are automatically updated within the operator's system of record.

The use of AI has generated the following benefits for CityFibre:

- ✓ **Zero revisit:** AI detects all visible workmanship errors, reducing costly reworks and project delays.
- ✓ **92% decrease in QA time:** AI automatically checks 100% of photos, leaving only problematic cases for human review.
- ✓ **99.75% Right First Time:** AI supports field engineers in successfully completing their work in the field.

“IQGeo has continued to collaborate with us to expand our capabilities in line with business growth objectives. This includes supporting mass migration of our network from GPON to XGSPON and innovation around the dynamic, transactional visual inspections that are an integral part of the development of CityFibre’s flexible, AI-enabled Workflow Orchestration.”

- David Tomalin, Group CTO, CityFibre

Why IQGeo

CityFibre deployed NetLux AI because:

- **It was the only telecom-specialized computer vision solution** capable of transforming field documentation practices while significantly boosting on-site productivity.
- **The solution provides a searchable repository of build information and maintenance activities.** This invaluable resource empowers CityFibre’s network management and quality assurance teams with unparalleled visibility and control over operations.

99.75% Right First Time

AI supports field engineers in successfully completing their work in the field

