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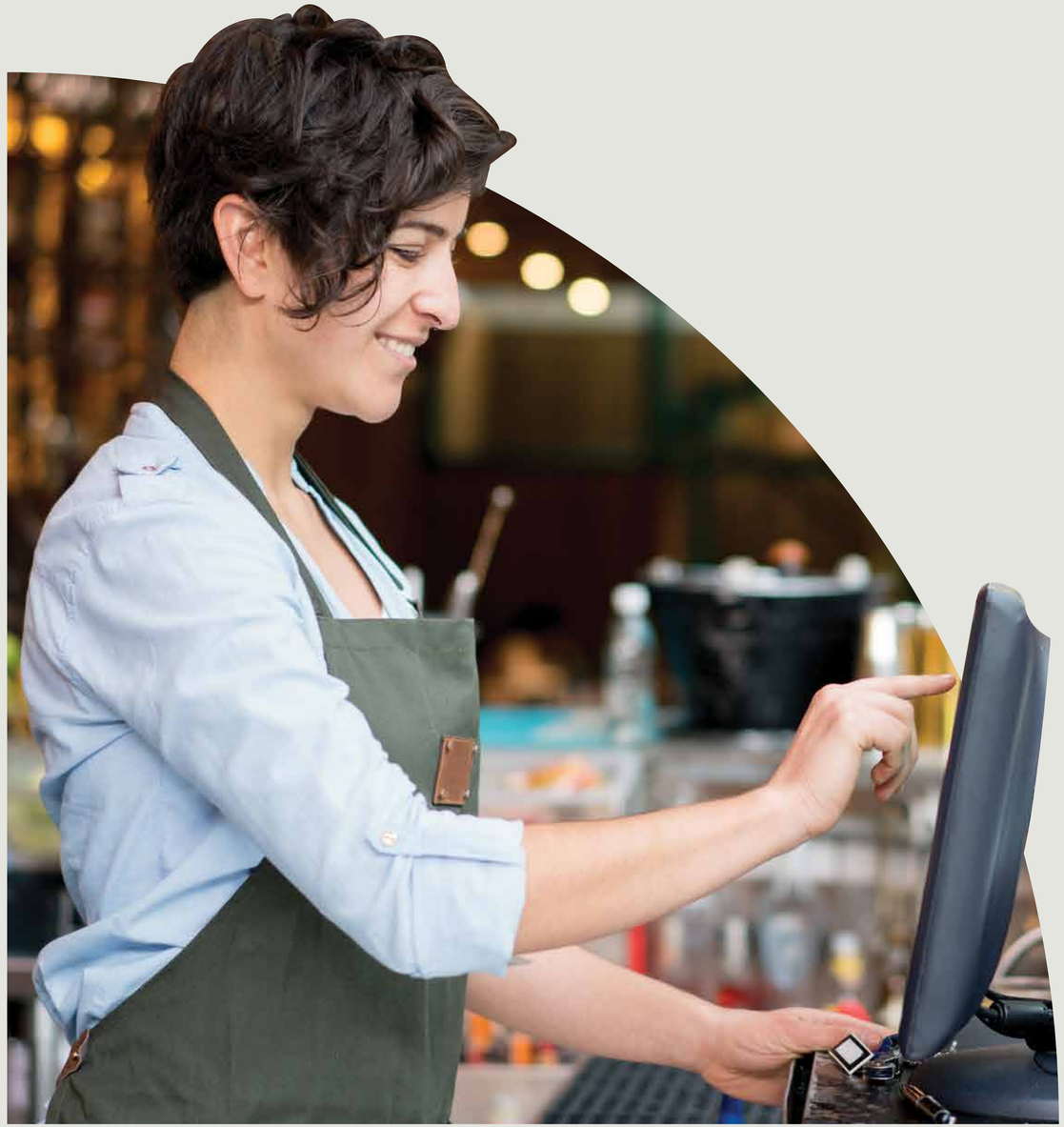

Automating the end-to-end billing process for a utility major

Deployed image processing engine to reduce time and effort by 70 percent

Case study

Overview

Our client is one of the UK's leading utility service providers that provide installation, replacement, repair, and maintenance of electricity, gas, rail, telecommunication, and water network infrastructure systems.

We developed an image processing engine for our client to automatically segregate the pictures of the meter readings and reduce the time and effort required by 70 percent.

Challenges

The meter readings collection process required manual effort to process the image evidence of readings uploaded into the system for further verification and billing. The client deployed several agents to get the meter readings from customers' houses for the billing collection process. The agents captured the readings as images and sent them back to the company. The data from the photos were then extracted for further billing.

The major challenge that the client faced with the existing process was the amount of time and effort required to manually sort the images as good or bad based on quality and then extract the readings from the pictures. **Human involvement** meant that the process led to **higher chances of error.**

Solution

We proposed an entire process transformation solution by automating the end-to-end billing process. The whole process was divided into three phases:

Detecting image quality › **Enhancing image resolution** › **Automating meter reading**

We developed an image processing engine for computer vision-based identification to detect the quality of uploaded images based on features like blurriness, darkness, and brightness. Once our image processing engine processed the photos, the client could focus only on the sound images marked by the automated process. We made the process faster and easier and reduced manual efforts through automation.

Impact

The client achieved significant benefits with the deployment of our solution, including:

- **70 percent** reduction in time and human resources required for image processing
- Improved process efficiency with the ability to process a large number of images per day
- Enhanced process accuracy by reducing chances for human errors

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