

Customer Success Story: A Partnership Driving Innovation in Inspection Robotics

Introduction

When CUEs, a pioneer in inspection robotics, sought to integrate AI capabilities into their cutting-edge robots, they turned to Peakey. What began as a single project to enhance their inspection capabilities quickly grew into a transformative partnership. Through our work, CUEs not only achieved their initial goals but also reimagined their entire robotic ecosystem, gaining efficiency, functionality, and innovation.

This is the story of how our collaboration elevated CUEs technology and strengthened their position as a leader in the field.

The Starting Point: A Vision for AI Integration

CUEs was no stranger to innovation. Their inspection robots, equipped with multiple cameras to generate detailed 3D point clouds, were already making waves in the industry. However, they saw an opportunity to take their product further by integrating AI to automate the time-consuming process of completing inspection forms.

The goal was clear: leverage AI to interpret the point cloud data and reduce human intervention while maintaining the highest levels of accuracy. CUEs engaged Peakey for this focused project, confident in our ability to deliver on their ambitious vision.

Delivering the AI Solution

Our team got to work, designing a robust AI-powered solution that could process the data captured by the robot's cameras and automatically populate inspection forms. This innovation transformed a traditionally manual process into a streamlined, automated workflow.

Thanks to rigorous planning and execution, we delivered the solution on time and on budget, meeting CUEs expectations while showcasing our technical expertise and commitment to excellence.

When CUEs saw the results, they recognized not only the quality of our work but also our ability to drive innovation. This initial success laid the foundation for a deeper partnership.

Expanding the Partnership: Redefining the Ecosystem

Impressed by the impact of the AI integration, CUEs entrusted Peakey with a broader set of responsibilities. They recognized that our expertise could help address lingering challenges and unlock new opportunities across their product ecosystem.

Here's how we expanded our work:

1. Redesigning the Live and Mobile Web Application

CUEs robot relied on a web application for real-time control and managing field inspections. However, the existing application needed modernization to meet the evolving needs of its users.

We undertook a complete redesign, creating an intuitive, responsive interface that improved usability and functionality. Field operators could now manage and control the robots more efficiently, enhancing their overall experience.

2. Optimizing the In-Office Processing Appliance

The appliance used to process the robot's inspection data was critical to CUEs operations but faced several inefficiencies. Broken components and performance bottlenecks hindered its reliability.

We not only fixed these issues but also integrated the AI solution seamlessly into the appliance. This enhancement ensured that the entire workflow—from data capture to processing—was faster, more reliable, and easier to manage.

3. Enhancing the Final Web Application

The final web application used by office staff to organize data, review inspection results, and generate reports was functional but had flaws. CUEs needed a partner who could address defects without disrupting workflows.

Our team fixed critical defects and introduced new functionality, enhancing the platform's overall usability. These improvements streamlined operations and empowered office users to complete tasks with greater efficiency, ultimately delivering more value to CUEs customers.

Driving Innovation Beyond Expectations

One of the most exciting aspects of our collaboration was the opportunity to innovate beyond the initial scope of work. As we addressed challenges in this platform, we also introduced features and functionalities that they hadn't originally envisioned.

For example:

- **Enhanced Security:** We implemented tools that allow customers to implement modern security best practices.
- **Modern Interface and Intuitive Design:** By listening to feedback from CUEs and their customers, we completely redesigned the in-field control experience, giving operators more power and control of their inspections and data.
- **Reduced Support Costs:** Common areas of support requests were identified and solutions were implemented to detect and automatically resolve issues before customers encountered them.

Results That Matter

The impact of our work with CUEs was both immediate and long-lasting. Together, we achieved:

- **AI-Powered Efficiency:** Automating inspection form completion saved time and reduced errors, enabling CUEs customers to focus on higher-value tasks.
- **Modernized Applications:** Redesigning and enhancing their web and mobile applications delivered a better experience for field operators and office users alike.
- **Reliable Processing Systems:** Optimizing the in-office processing appliance ensured smoother workflows and greater reliability.
- **Increased Innovation:** CUEs benefited from new features and capabilities that exceeded their original expectations.

Beyond these tangible outcomes, the partnership strengthened CUEs trust in Peakey, positioning us as their go-to development partner for future projects.

Why It Worked: A Collaborative Approach

The success of this partnership can be attributed to a few key factors:

- **Deep Technical Expertise:** From AI integration to web application design, our team had the skills and experience to tackle complex challenges.
- **A Commitment to Excellence:** We delivered high-quality solutions on time and within budget, building confidence with every milestone.
- **A Shared Vision for Innovation:** Both CUEs and Peakey prioritized innovation, pushing boundaries to create better products and experiences.
- **Open Communication:** Our collaborative approach ensured that CUEs needs and feedback were at the center of every decision we made.

Looking Ahead

The partnership between CUEs and Peakey is an example of how collaboration can drive meaningful innovation. Together, we transformed their robotic ecosystem, enhanced their offerings, and empowered their team to achieve more.

As CUEs continues to innovate and grow, we remain a trusted partner, ready to support their journey and help them unlock new possibilities in the field of inspection robotics.

Conclusion

CUEs success story demonstrates the power of partnership, technical expertise, and a commitment to excellence. By addressing challenges, delivering innovative solutions, and exceeding expectations, we helped CUEs redefine what their technology could achieve.

This partnership is a testament to what's possible when two organizations come together with a shared vision and the drive to make it a reality.

Interested in learning more about how Peakey can help with your project? Contact us to discuss your vision and get started on the path to success.

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