



Customer Success Story

Healthcare

A Leading Health Services Provider's Quest for Transformative Care Management, Streamlined Operations, and Robust Tracking



Value Delivered

- 91%** Reduction in error rates because of automation
- 85%** Improvement in overall efficiency due to analysis and processing
- 97%** Improvement in patient satisfaction due to quicker turnaround time

Challenge

The client's manual care management process was time-consuming and resource-intensive, hampering efficient service delivery hindering communication and coordination among caregivers, impacting care quality.

How We Helped

- Designed an integrated care management solution with AI-powered appointment and teleconsulting features.
- Implemented in-built real-time tracker with automatic alerts.
- Single unified view of patient data, enhancing care cohesion, and integrated smartwatches for real-time monitoring.

EIQ Features Used

-  Data Flows
-  Process Flows
-  Multi-channel Apps
-  ML Flows
-  Analytics and Reporting
-  Decision Automation

EQ Platform Overview

End-to-End Intelligent Business Automation Platform



Process Flows

Automate enterprise workflows and create seamless customer and user journeys quickly.



Event Flows

Process and analyse events in real time to predict real-time threats and identify opportunities.



Decision Automation

Simplify complex decision logic to make accurate decisions in changing business environments.



Analytics and Reporting

Derive actionable insights for your business with robust analytics and present data in rich reports.



Business Rules

Define and update business rules quickly with audit trails to identify and track changes.



RPA

Leverage the power of non-intrusive, unified RPA



Data Flows

Handle structured and unstructured data with an easy drag-and-drop functionality.



ML Flows

Embed intelligence in the handling of process and data attributes using dynamic ML models.



Enterprise Connectors

Integrate with business-critical systems quickly using pre-built and custom connectors.



GenAI

Automate integrated text generation within process, data, or event flows using GenAI



Multi-channel Apps

Create dynamic web and mobile applications with new or pre-built templates that can work online or offline.



Linnégatan 2, 114 47, Stockholm, Sweden

 www.linkedin.com/company/evoluteiq

 hello@evoluteiq.com

www.evoluteiq.com