



Customer Success Story

Healthcare

Paperless Lab for a Leading Global Critical Care Device Manufacturer



Value Delivered

2X

Improvement in productivity and efficiency post-digitization due to automation

82%

Reduction in error rates following a drastic decrease in manual intervention

73%

Improvement in employee satisfaction scores due to elimination of repeated tasks



Challenge

The client was plagued by manual invoice processing that hindered their efficiency and left room for errors.



How We Helped

- Automated lab testing using a data-driven approach
- Web-based solution for guided test selection and execution
- Workflow aligned with healthcare provider's logic and SOPs
- Rule Builder for custom business rules
- Online forms for secure data capture
- Report compilation and trend analytics
- Digitized historic reports spanning a decade as a single "system of record"



EIQ Features Used



Data Flows



Process Flows



Multi-channel Apps



Decision Automation



Analytics and Reporting

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.



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