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Customer Success Story

Healthcare

Leading Pharma Player Raises Their Organizational IQ With Enterprise Intelligence Solutions

Value Delivered

95% Increase in the information repositories available for knowledge base

80% Increase in ease of access and discoverability of relevant insights

71% Improvement in productivity metrics in customer facing roles

Challenge

In order to maintain a competitive edge in the marketplace, the global pharma leader wanted to provide an organization-wide ability to search, extract, and monitor mission-critical insights from the key perspectives across the market, and from within.

How We Helped

- Built differentiated Gen-AI and Conversational-AI solutions for multiple user personas across business units.

- Created secure data-pipelines and LLM models within the enterprise firewall.

- Integrated all key enterprise systems including CRM, ERP, Supply Chain, and document repositories using the EIQ Connectors.

EIQ Features Used

Data Flows

Process Flows

Multi-channel Apps

Business Rules

GenAI

Enterprise Connectors

Analytics and Reporting

EIQ Platform Overview

End-to-End Intelligent Business Automation Platform

Process Flows

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

Data Flows

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

Event Flows

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

ML Flows

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

Decision Automation

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

Enterprise Connectors

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

Analytics and Reporting

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

GenAI

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

Business Rules

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

Multi-channel Apps

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

RPA

Leverage the power of non-intrusive, unified RPA

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