



Customer Success Story

Printing

A Top Printer Manufacturer Transforms Printing Solutions with IoT Automation



Value Delivered

20%

Profit increase in the first year due to EIQ-enabled business model transformation.

40%

SLA Breach Reduction through Automation

60%

Higher Customer Satisfaction via Efficient Preventive Maintenance



Challenge

The client pursued a strategic shift towards a fixed-fee plus usage model for leasing printers, while also centralizing global printer maintenance for predictability and cost-efficiency.



How We Helped

- Addressed the transition to fixed-fee plus usage printer leasing and global maintenance centralization.
- Deployed a holistic approach incorporating components like Process Flow, Data Flow, Event Flow, IOT Flow.
- Developed web and mobile applications to create a comprehensive solution.
- Enhanced maintenance with predictive AI, capturing and analyzing 600+ real time signals with historic model data.



EIQ Features Used



Data Flows



Process Flows



Decision Automation



Event Flows



Multi-channel Apps



ML Flows



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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