



Customer Success Story

Healthcare

Renowned Dialysis Service Provider Innovates Healthcare Process Redesign



Value Delivered

2X

Improved patient satisfaction across centers due to improved care quality

1:1

Care providers have better flexibility with av. patient: care provider reducing from 3:1

83%

Improvement in overall process efficiency



Challenge

Our client wanted to prevent lapses in patient care without expanding care provider headcount to control costs.



How We Helped

- The approach was centered on predictive, data-driven automation, redefining patient care delivery.
- Advanced ML models played a crucial role
- These models integrated patient health data with ethnographic and demographic data.
- Prioritized patient safety through early interventions.
- Optimized operational efficiency, creating an ecosystem with patient-centric care.



EIQ Features Used



Data Flows



Process Flows



Multi-channel Apps



Enterprise Connectors



ML Flows



Business Rules

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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