



Customer Success Story

Healthcare

A Major Healthcare Leader Implements Integrated Patient Care Automation



Value Delivered

89%

Improvement in patient care efficiency

96%

Reduction of average error rates across processes

61%

Reported improvement in overall patient care TAT



Challenge

The manufacturer grappled with manual inventory processes and an inefficient demand-supply balance, leading to suboptimal service levels. Our challenge was to bring automation solutions to bridge this gap.



How We Helped

- Deployed the "Go-Direct" application within 10 weeks, automating most supply chain tasks
- Real-time updates for supply movements from Primary and Local warehouses via browser and mobile portal
- Managed delivery and inventory at end customers through a mobile app for real-time demand, supply, and stock data
- Handled additional consumable demand through the mobile app, reducing revenue cycle time.



EIQ Features Used



Data Flows



Process Flows



Multi-channel Apps



RPA



GenAI



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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