

# Case Study

## Workflow Automation for Leading Healthcare Company

### Healthcare

#### Client Context

A leading healthcare company required automation solutions for their lab testing processes in an effort to digitize the lab experience.

#### Value Delivered

94%

Accuracy in data capture vs the earlier 67% reducing the need for manual processing

40%

Improvement in bottom line as a result of the automation due to reduced error rate

60%

Improved employee satisfaction as a result of digitization

#### Process Areas

Healthcare workflow

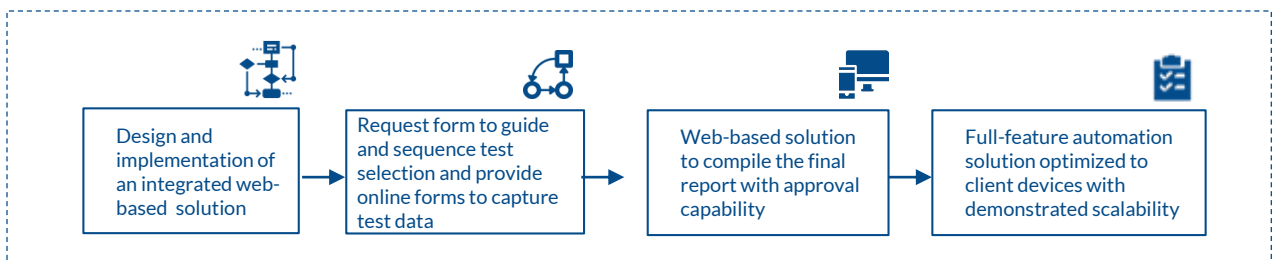
#### Business Challenges

- The client's current lab testing processes are paper-based delaying start for ~20% of the projects and requiring ~5% report rework since traditional project approach is time consuming.
- The client required a rapid development solution that can not only automate the Packaging Lab workflows but also scale to meet automation needs of the enterprise in the future.

#### Solution

- A web-based workflow automation solution was designed using the EIQ platform
- The solution included a request form to guide and sequence test selection, provide online forms to capture test data, and compile the final report with approval capability.
- The web-based solution was optimized for client's device specifications and demonstrated hyperautomation platform capabilities and scalability.

#### End-to-end automation within EIQ



# EQ Platform Overview

## Low-Code, No-code Hyperautomation Enablement 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.

### Mobile Apps

Create enterprise mobile applications that can work online or offline.

### Data Flows

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

### Cognitive Capabilities

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

### Enterprise Connectors

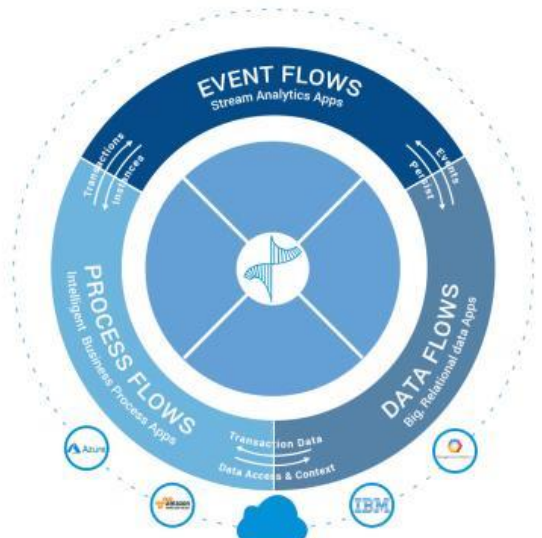
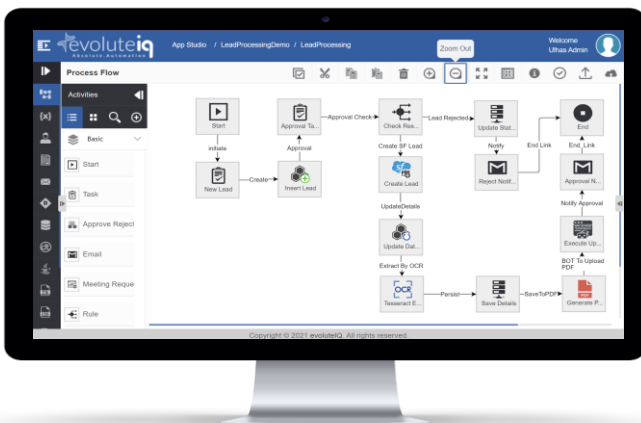
Integrate with business-critical systems quickly using pre-built and custom connectors.

### RPA

Leverage the power of non-intrusive, unified RPA

### Web Apps

Create visually appealing and dynamic web applications using new or pre-built templates.





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