



Customer Success Story

Cross-Industry

A Prominent RIM Company Revolutionizes Operations through ITSM



Value Delivered

40%

Average reduction in operational cost with minimal upfront investments and risk reduction

30%

Increase in customer retention and customer acquisition due to enhanced capabilities

60%

Improvement in overall process efficiency



Challenge

Our client wished to elevate their conventional IT Service Management (ITSM) offerings to align with the evolving complexities of their customers' needs.



How We Helped

- Introduced an automated solution transforming the management of customer interactions on social media
- Enhanced the client's ITSM offerings using EIQ Platform
- Featured autonomous monitoring, maintenance, and service management
- Unique solution offerings using ML Flow, Event, Process and Data Flows
- Role-driven IT Ops Dashboards offered SLA management and transparency.



EIQ Features Used



Data Flows



Process Flows



Multi-channel Apps



Event Flows



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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