



Customer Success Story

Utilities - Regulatory Compliance

Top UK Utility Company Automates Regulatory Compliance



Value Delivered

70%

Reduction in claims handling team with outsourced BPO provider

GBP
400M

Worth of claims processed on the platform since the launch

4
Weeks

MVP launch with full solution launch in 10 weeks



Challenge

Our client needed to comply with regulations and automate claims processing for all customers. This included creating audit trails and ensuring timely system access.



How We Helped

- Orchestrated approval workflows, communication with customers
- Prevented duplicate claims from the same customers/addresses
- Integrated with SAP, Customer Master Data & Customer Support systems
- MIS reports generation for metrics like volume of claims, response times & straight through processing



EIQ Features Used



Data Flows



Process Flows



Decision Automation



RPA



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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