



# Customer Success Story

## Healthcare

# Global Pharmaceutical Leader Automates Internal GenAI Governance with EIQ Platform



## Value Delivered

94%

Quicker TAT of GenAI related governance

71%

Increase in adoption of effective AI technology

63%

Improvement in employee satisfaction scores



## Challenge

The client required a rapid centralized automated solution that can not only automate the governance and adoption of GenAI use cases but also scale to meet GenAI governance needs of the enterprise in the future.



## How We Helped

- An end-to-end automated solution was designed to track practices, policies, and principles guiding the development, deployment, and monitoring of generative AI solutions.
- A “Go / No-Go” governance model was designed across key parameters including cost vs benefit, security, ethical usage, etc.
- Real-time analytics and reporting for senior management visibility.



## EIQ Features Used



Process Flows



Data Flows



GenAI



Enterprise Connectors



Multi-channel Apps



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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