

## A Federal Government Administrative Unit Client Spotlight

### An Overview:

Client needed a solution to improve the workflow of their investigations and required a tracking and monitoring system.

### Business Requirements and Challenges:

There are two major divisions within the organization. These divisions police their respective organizations to maintain the highest quality of service and integrity from the 30,000 plus field agents, employees and government contractors. The client had issues related to workflow Management, and also issues in tracking the status of the investigation and generation of effective reports that was lacking.

### Solution: Oracle EBS R12 Upgrade

HIPL Role: In order to improve workflow of the investigations, the two divisions were upgraded to Oracle E- Business Suite Release 12

- The joint case management system tracks each investigation from the initial allegation to resolution
- HEURISTICS used Oracle Business Intelligence Discoverer to generate reports

### HIPL Value Addition for Client benefit:

- HEURISTICS helped them in workflow automation of their processes
- Effective report generation by using Oracle Business Intelligence Discoverer

### Duration of the Project

8 months  
(June 2008 –  
January 2009)

### Team Size:

06