

Client: A Chicago-based leading provider of innovative healthcare information technology solutions that help advance clinical, financial and operational results. Client has about 30 subsidiaries and has revenues of about \$2 Bn.

Scenario: Owing to a system error, personnel managers were not able to complete the associate (contingent worker) termination process with an attachment. The error was occurring once the approval was given for the termination.

Technical Challenge: In EBS R12.2.5, the standard functionality of termination process for CWK (Contingent worker) workflow approval process with attachments was throwing up an error message.

Solution: The reasonably complex contingent worker handling process was not working as expected. Hence, we customized the standard process to enable successful workflow completion.

Results: Now the personnel managers are able to seamlessly complete the associate termination process along with an attachment.