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FILEMAKER SUCCESS STORY

Automated Process Project Analysis

Caltrans/Sacramento, CA

Caltrans Customer Story at a Glance

The Challenge

- * Multiple projects (active and inactive.)
- * Several statewide locations.
- * Projects stored in different locations and formats.

The Solution

- * Fully automated system without user intervention.
- * Automatically generated status emails.
- * Check and update process installed.

The Benefits

- * Projects combined and stored in one location and formats.
- * Notification of projects that are due or overdue.
- * Easy monitoring.

Products Used

- * FileMaker Pro 6,7
- * FileMaker Server 8
- * Metadata Magic

Platform

- * Windows XP

Maintaining California's constructed interstate highways, interchanges and tunnels, Caltrans has hundreds of projects in progress all over the state. Traditionally, project analysis, whether active or inactive, was stored within different documents and in different formats. Michael Scott, Senior Engineer at Caltrans designed and developed a concept to consolidate all the projects into a uniform format. The Richard Carlton Consulting team had the task of creating Scott's vision.

To consolidate all project data was a challenge. The size of the organization was large; secondly, data was gathered from multiple sources on various schedules. The first task was setting project data that was gathered on a regular schedule to an automated process. The RCC team had created automated processes for gathering, formatting and importing new data into the FileMaker system.

By design, other incoming updated messages flagged the system, sending an email notification directly to the administrator. This system also performed a "check and update" process to ensure that any data not posted regularly was observed.

Automated processes can run daily, weekly, monthly and quarterly, as defined within the user interface. Status emails are automatically generated, allowing a designated administrator of the system to view all projects in the same format. At any time the system would flag the home page, the administrator was made aware of any upcoming deadlines, or projects that are due or overdue. Easy monitoring gave the ability to see the success or failure of projects. The administrator then consolidated the source data and manually activated the import and update process.

Additional users were able to create new accounts; therefore, giving the ability to send bug reports and service requests to administration.

RCC built a single application where information about all projects, can be consolidated for easy access and analysis. Since the user has a single location to find and review the project information, they are able to manage their projects more efficiently and effectively than they could otherwise.

