



# Richard Carlton Consulting

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## FILEMAKER SUCCESS STORY

### Warehouse Inventory Management System Bank of America / EDS

#### Bank of America / EDS – Customer Story at a Glance



#### The Challenge

- \* Complex database design
- \* 60-day development window.
- \* Limited Budget

#### The Solution

- \* Construction of FileMaker based database for inventory management.
- \* Support complex reporting requirements, and Bar coding.

#### The Benefits

- \* Retire old command line database system, improved functionality.
- \* Three months of use, and new system has paid for itself, over the maintenance costs of the old system.

#### Products Used

- \* FileMaker Pro
- \* FileMaker Server

#### Platform

- \* Windows 2000

In a cost cutting move, Bank of America and EDS recently decided to retire an old cobalt based inventory management system due to high maintenance costs. EDS contacted FileMaker Inc, which in-turn referred Richard Carlton Consulting (RCC) to work with BofA/EDS on their need for a replacement system.

What RCC quickly learned was that the Livermore EDS facility was responsible for receiving and shipping all networking and telecom hardware for Bank of America's North America operations. RCC also learned that the their old database system was already scheduled for shutdown, and that date was set in concrete. EDS needed a very complex inventory system capable of dealing with the demands of a fortune 100 company, and they needed it operational in 60 days.

Jay Olsen, RCC engineer, explains, "EDS didn't need a mom and pop grocery store inventory system. They wanted a full Inventory management system including, shipping, receiving; assets tag management, and bar coding. To top it off, they needed to be able to construct Build of Materials (BOMs) within the warehouse, containing serialized items, run packing lists, and keep the whole system locked down tight to prevent users from performing database tasks that are outside their responsibilities."

The complexities were daunting. Pat Hampton, EDS project manager was concerned, "We needed a corporate grade, robust application, and we needed it yesterday." Jay Olsen continues, "the construction, and management of BOMs is hugely complicated, and we found out that very few people at EDS really understood how BOMs worked. The flexibility and power of FileMaker Pro allowed us to build the new system in rapid-fire fashion, incorporating design changes as the development process proceeded."

Richard Carlton concludes, "I wouldn't call this a text book example good planning, or a well conceived development schedule. Clearly, high-level decisions were made within Bank of America and EDS that were dictated down to the people who make this stuff work. It was almost an impossible scenario. However, it is a showcase of the power and flexibility of FileMaker and the sheer willpower of RCC 's staff and the local EDS team."

Pat Hampton, EDS project manager summarizes: "Richard Carlton's team really pulled through for EDS. We also had a lot of confidence in FileMaker Pro, and that has worked out extremely well. RCC and FileMaker software are welcome back as far as we are concerned."

