



Case Study

ENTERPRISE ASSET MANAGEMENT INTEGRATION

QuickBase and Oracle Integration using MCFTech middleware

CLIENT CHALLENGE

A large utility provider in the Pacific Northwest utilizes an Oracle Enterprise Asset Management (EAM) system, with a SQL back-end, to manage their various power generation plants across the region. Due to constraints from enterprise level SQL based systems, the client struggled to create access to information amongst their various systems. These limitations prevented flexible, dynamic reporting that today's business leaders rely on to provide an accurate, real-time look at their business. The client selected Intuit QuickBase as a front-end "hub" to bring data together due to its sophisticated security model and cloud-based sharing capabilities.

MCFTECH SOLUTION

The existing process of manually exporting data from the EAM system and importing it to QuickBase took the client upwards of one to two hours per day and provided no easy insight into any errors that occurred during the import, or the integrity of the data. MCFTech worked closely with the client to understand the business processes and ideal solution, and set out to develop a tool that would automate the process while still providing an element of user-control, and robust error-logging capabilities.

THE BENEFITS

What was once an arduous, manual process that could take a few hours per day, has been reduced to a mostly automated process that can take as little as five minutes to complete. Eliminating the manual process has reduced mistakes, errors, and issues with data.

The ease of using the tool, combined with the reporting power of Intuit QuickBase, has allowed the client to present accurate, user-friendly reports, charts, and graphs to executives and key personnel on the status and health of their power generation facilities.

Using reports to identify potential opportunities for improvements previously took hours or days to compile and analyze. Now, with real-time information, potential issues or problems can be identified quicker, and key personnel can be brought together in a timely manner to work towards a solution. Information presented to executives is available in real-time whenever needed.

The end solution was developed and deployed as a .NET tool installed on one of the client's local machines.

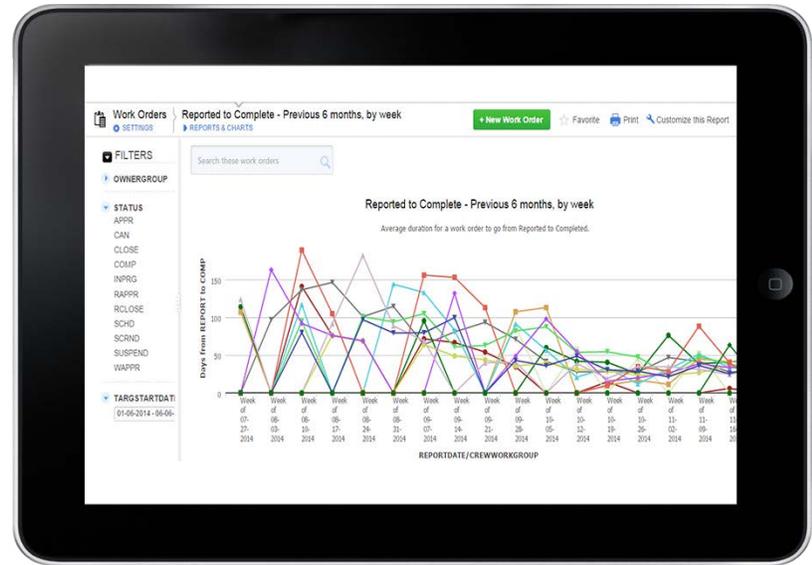


The tool was designed with functionality, flexibility, and security in mind, leading to the following benefits:

- *Functionality* – provides end-users the ability to select and run queries within a matter of minutes and import data from the EAM system to QuickBase in as little as one minute
- *Flexibility* – the tool was designed to be flexible, allowing end-users the ability to point the tool towards any Oracle database or QuickBase application
- *Security* – the tool prompts users to enter their credentials for both the Oracle EAM system and QuickBase, without storing credentials, to ensure proper security and authentication

Understanding the value of data integrity and visibility into the performance of the tool, MCFTech designed and developed robust error-logging functionality within QuickBase. Thanks to this functionality, any errors can be quickly identified and corrected, and historical error logs are kept for future reference. MCFTech also provided the client with documentation on how to manage and use the tool properly, which will lead to a significant decrease in training time for new users.

With the new visibility into real-time, accurate data across the organization, the client was able to begin identifying opportunities for improvement. As seen in the image above, the client was able to see that work orders related to their power generation sites were getting backlogged. Identifying this as a crucial improvement point, the client was able to implement organizational changes that lead to the decrease in time between work orders being first reported, to the time the work orders were complete.



ABOUT MCFTECH

MCF Technology Solutions delivers Services, Strategy, and Products to business customers worldwide. We focus on the successful development, deployment, and support of Business Applications for diverse teams. We believe the best solutions come from a sound business understanding and the thoughtful application of technology.

Our Business-First approach ensures a high-level of collaboration with our clients and results that satisfy the organizational needs. As a modern, virtual company, MCFTech provides resources and services in the Americas, Europe, Africa, Asia, Australia, and the Middle East. Our global footprint includes deployments in more than twenty countries as well as systems that touch nearly every corner of the business world.



We utilize a proven methodology, dubbed “The MCF Way,” which has led to hundreds of successful engagements. It is an iterative, customer-centered methodology based on extensive experience with leading software development, business process, and project management practices such as Lean, Six-Sigma, Agile, and PRINCE2®. This methodology allows our expert teams to deliver technical solutions to the world’s top companies. We bring the best value to help our clients achieve flexibility, collaboration, and intelligence in adapting to a changing global marketplace.

We believe that the best solutions are born out of sound business understanding combined with the skilled application of technology. Why accept anything but exactly what you need from a software application? You shouldn’t! Contact MCFTech today to find out more.

