

Informer™ Case Study



Situation

End-users at Everett Housing Authority needed to quickly and securely access data, no matter where it resided in the organization, without burdening IT staff with multiple requests for ad-hoc reports.

Success

Everett's reporting capabilities have increased dramatically. "Our implementation of Informer has been very successful", says Erickson. "Hundreds of custom reports are being utilized by our end users every day."

Everett Housing Authority Extends Self-Service Custom Reporting Capabilities to Users Across the Organization with Informer Web Reporting

Challenge | Provide Users With Customized Reporting Without Burdening Valuable IT Resources

For over 60 years the Everett Housing Authority (EHA) has been committed to serving the housing needs of the people of Everett, Washington. Critical to supporting this commitment is providing staff across four departments with information that is up-to-the-minute and easily accessible in order to optimize decision making without burdening IT with numerous custom report requests.

"Our users would often call on IT with custom reporting requests, which were a considerable cost for us since that meant IT had less time to handle other important projects", says Paul Erickson, Computer Services Coordinator at Everett Housing Authority. "Providing easy-to-use self-service ad-hoc reporting for our users was critical".

Solution | Easy-to-Use Self-Service Reporting & Analysis

At the recommendation of their solution provider, **Progenixx**, EHA chose Informer Web Reporting software for its ease of use, its low-cost pricing model, and its modern, easy-to-use web interface. Informer's built-in query engine enables both technical and non-technical users at EHA to generate ad-hoc reports based on LIVE data.

With Informer, Everett HA users can initiate high-level queries, then immediately dig into the underlying details. Reports can then be analyzed and data elements arranged on the fly based on the specific needs and requirements of each end user without any IT assistance.



"The interface is easy to use which makes it a very simple process to get people trained and creating reports."

Paul Erickson / Computer Services Coordinator
Everett Housing Authority

Progenixx

"Informer complements Progenixx's solution offering and provides us with a tremendous opportunity to better serve our Housing Authority clients."

Ralph Peterson / Director of Client Services
Progenixx, Inc.



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Results | Rapid Rollout & Quick Adoption of Powerful Ad-hoc Reporting & Analysis Capabilities

End users at Everett now have an intuitive, powerful way to navigate through organizational data.

"Our implementation of Informer has been very successful", says Erickson. "Hundreds of custom reports are being utilized by our end users every day." Informer presents information in drag-and-drop form to give users choices in how they want to assemble, schedule and deliver reports.

The result is improved time to decision and end-user satisfaction, drastically reducing the cost of creating, maintaining and delivering reports.

"Informer gave users the power to write and manipulate their own reports rather than rely on IT, while saving time and duplicated work with the ability to share reports and schedule them", says Erickson.

Contact us for a FREE trial

For a demonstration of Informer Web Reporting or a free 30 day trial call us today at 888-703-0016 or email at sales@entrinsik.com.

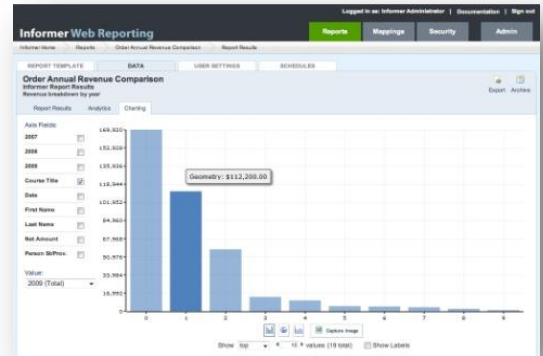
About Entrinsik

Since 1984, Entrinsik has been developing, implementing, and supporting database solutions that enable organizations to maximize performance and improve bottom lines by tracking, understanding, and managing information.

With tens of thousands of users across various industries, Entrinsik's Informer Web Reporting software delivers real-time access to multiple data sources simply and easily using a built-in Web-based query engine to provide a single point of secured information access for ad hoc reporting, report customization and analysis.

Entrinsik's SEMtek ERP software now drives many of the nation's largest professional and continuing education profit centers.

For a product demonstration or a free 30 day trial, call 888-703-0016 or email sales@entrinsik.com.



"In addition, Informer enables us to pull data from both UniData and SQL databases simultaneously, which meets our current needs but also any future needs."

Paul Erickson / Computer Services Coordinator
Everett Housing Authority



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