

Informer™ Case Study



Situation

The IT team needed to provide self-service reporting capabilities to reduce the resources committed to providing customized reports, while providing access to both MultiValue and SQL databases.

Success

With Informer, Westminster is now able to pull status reports for both MV and SQL systems. Westminster has many users that are able to create 90% of their reports on their own and only need IT when they get "stuck." It is saving them time and it is saving IT time.

Westminster College Breaks Through Data Boundaries with Informer

Challenge | Self-Service, Real-Time Access to MV & SQL Data

Kyle Rima, Database Administrator at Westminster College researched reporting options for about a year and had finally given up, deciding to stay with colon prompt reporting. However, users still suffered as these reports lacked interactivity, were in a static format, and requests had to be made to IT each time a new report was needed. As a result, creating reports took up a lot of IT's time. Alternate reporting solutions they tested were very expensive, extremely time consuming to setup, and not user friendly.

In addition, like many schools, Westminster has a SQL database for the admissions office and a MultiValue database for the rest of campus and struggle with data integrity and integration issues between the two systems.

Solution | Easy, Consolidated, Multi-database Reporting

When Westminster discovered Informer in 2006, they were immediately impressed by the simplicity, ease of setup, and flexibility. Users have created reports in Informer that look at the data between the two systems to uncover discrepancies. They use Informer's calculated columns feature to compare data coming from both systems, and then sort and group report data on select fields to easily see errors. They are also using Informer to pull status reports for both systems. "Possibly the nicest thing is having all reports accessible from one consolidated place", says Rima.

Informer enabled Westminster to push report creation out to more users, and empowered users to modify and customize reports based on their individual needs. "The ability to export data easily has been great and the ability to schedule reports is awesome", says Rima.



"We love all the features of Informer, but in particular the ability to pull from multiple types of databases onto the same report."

Kyle Rima / Database Administrator
Westminster College



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Results | Empower End Users While Freeing Up IT Resources

"We have many users that are able to create 90% of their reports on their own and only need IT when they get stuck," says Rima. "It is saving them time and it is saving IT time." Everyone they show Informer to wants it and uses it, he says. In the month of September they ran 5,761 reports and have 90 scheduled reports just from their main database with many more from their alumni database.

"I can't imagine now what we would do without Informer", says Rima. "It is so easy to setup, build reports, run reports, and schedule reports. The people who use Informer on campus love it".

Rima says he would recommend Informer to anyone who would listen. "So often we get products that don't live up to what the salesman said it would be. We have yet to be disappointed by Informer and are usually surprised by the great features that keep getting added."

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.

"Informer was one of our best purchases. It not only made our end users happy but made things easier for the end users and IT. IT is able to spend more time in other areas because reporting has gotten easier."

Kyle Rima / Database Administrator
Westminster College



About Entrinsik

Entrinsik's operational reporting and analytics software enable organizations to make informed business decisions that enhance performance and improve bottom lines. With thousands of users across various industries worldwide, Entrinsik's Informer™ Web Reporting solution is an industry leader in real-time data delivery — anytime, anywhere, from one intuitive interface.

Informer v4.0 combines Entrinsik's 25 years of industry expertise with the latest development tools and technology to deliver an easy-to-use operational reporting and analytics solution that securely extracts data, performs analyses, and generates reports from multiple databases without the need for data warehouse management. The company, founded in 1984, is headquartered in Raleigh, NC.

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