



# Entrinsik Informer

# Review From A Customer

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## Review by a Real User

Verified by IT Central Station



Associate Vice President at a university with 501-1,000 employees

**it\_user187470**

### VALUABLE FEATURES

Prior to licensing Informer, trained report writers were executing queries at the database level. This required custom programs to secure files/fields and left gaping holes where end-users could overwrite Vocabulary records for files and directories with the name of a report. By moving our end-users into a reporting tool solution, we were able to secure files and fields, allow users to make copies of report without changing the original version and schedule reports to key decision making on a regular basis. My IT staff was relieved of having to create links to files through computed or calculated fields to get from file to file as it is quite easy to make the links right within Informer itself. The export features provide the flexibility of using varying formats - the .pdf totals, subtotals and detail data is the absolute bomb! The Excel exports still satisfy the Finance folks. I would also like to add that Tech Support has been nothing but stellar since implementation. If we can't figure out a way to do or execute something, we call, get a real person and it's usually resolved quickly. If it needs escalation, we can expect to see an enhancement available next release. It is one of the best investments Barry University has ever made.

### IMPROVEMENTS TO MY ORGANIZATION

The most valuable aspect is being able to provide Ad-Hoc reporting at the fingertips of our end-users without having to wait on IT to handle a request. My IT staff was relieved of having to create links to files through computed or calculated fields to get from file to file as it is quite easy to make the links right within Informer itself. The export features provide the flexibility of using varying formats - the .pdf totals, subtotals and detail data is the absolute bomb! The Excel exports still satisfy the Finance folks. I would also like to add that Tech Support has been nothing but stellar since implementation. If we can't figure out a way to do or execute something, we call, get a real person and it's usually resolved quickly. If it needs escalation, we can expect to see an enhancement available next release. It is one of the best investments Barry University has ever made.

### ROOM FOR IMPROVEMENT

More reporting available in the hands of end-users and key decision makers. More secure features around sensitive and confidential data.



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## **USE OF SOLUTION**

We have used Informer since August of 2007 within our IT department. Loaded our Colleague database, did some quick file/field level clean-up and deployed to the Superusers with reporting knowledge. With the latest version, we were able to separate out the report writers from the launchers and now it is deployed to 85% of our system users.

## **DEPLOYMENT ISSUES**

None what-so-ever

## **STABILITY ISSUES**

No.

## **SCALABILITY ISSUES**

No.

## **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

Customer Service: Extremely satisfying. Technical Support: Extremely satisfying.

## **PREVIOUS SOLUTIONS**

We originally purchased Safari but it was overall too complex for the standard end-user and report building by IT was not intuitive and very complex.

## **INITIAL SETUP**

Entrinsik provided a detailed implementation plan. They came on-site for 3 days working with IT Tech administration, super-users and actually developing the needed reports.

## **IMPLEMENTATION TEAM**

Vendor team and the experience was excellent.

## **ROI**

Priceless.

## **PRICING, SETUP COST AND LICENSING**

Informer for up to 225 UniData users @ \$17,500. Included: One year of warranty support One year of phone support One year of free product upgrades One web training session Annual maintenance thereafter \$3,500 with minor increases. Well worth the price compared to some reporting tools costing \$50-60K



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#### **OTHER SOLUTIONS CONSIDERED**

This solution fit the best as we are a Colleague/Unidata Client - Ellucian was not providing the reporting tools needed by the clients. We attend SEDUG and was convinced it was the solution we needed after attending a vendor session.

#### **OTHER ADVICE**

We have signed a contract with Workday and will be moving off the Colleague product over the next 3-4 years. Get in with Workday as an alternative reporting tool. It would make the transition a much smoother one for our end-users.

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