



Entrinsik Informer

Review From A Customer



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From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Institutional Research Specialist with 501-1,000 employees

it_user189420

VALUABLE FEATURES

The live excel function has been our most valuable as we can push out reports that program people can run anytime they want. It has taken the burden for tracking performance off IT/IR and placed it back with the program, where it should be.

IMPROVEMENTS TO MY ORGANIZATION

Before Informer, data was difficult for end-users to obtain on their own. They also struggled with asking for exactly what they were interested in learning. Consequently, decisions were often made with old, lacking, or erroneous data. As we expand Informer usage, end-users can call about a query, ask to have a different field added to it, and IR can immediately make that change. The process is much faster and a better line of communication has been developed between those needing data and those providing it.

ROOM FOR IMPROVEMENT

Sometimes we think Informer is running slowly, but I suspect that has more to do with how we have it installed at our institution.

USE OF SOLUTION

Six Years

DEPLOYMENT ISSUES

Deployment would have been faster if we had already had a data dictionary created. We opted to not add all Datatel/Ellucian fields to Informer; to only add those fields that are filled with real and accurate data. The data dictionary created held up our deployment and is something that we are still working on from time to time.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

EXCELLENT - any time we contact support, they are very quick to respond and will stay with the issue until you are satisfied.

PREVIOUS SOLUTIONS

No, we shopped around on the front end, and Entrinsik Informer was the choice we made.

INITIAL SETUP

Straightforward - closer to "out-of-the-box" than any other product I have been involved with at my institution.

IMPLEMENTATION TEAM

In-house for the initial implementation but we have hired a vendor team for training and initial creation of our dashboards. Their expertise is just that - expert!

OTHER SOLUTIONS CONSIDERED

iStrategies, Crystal Reports

OTHER ADVICE

Get it - you won't be disappointed!

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