



FRESNO PACIFIC  
UNIVERSITY

## Customer Story

# Fresno Pacific Extracts Real Time Data From Multiple Databases

*Conversation with Jeff Jones, Institutional Research Coordinator, Fresno Pacific University*

### Pain points

- Database experts had to be called upon for report creation
- Lack of report sophistication and customization
- Wanted to know data was secure and easy to use

### Results

- Create on average about 15,000 reports monthly
- Fast, real-time extraction of live and accurate data
- Saving almost 60 hours per month executing reports



## Fresno Pacific University Customer Story

### Challenge

Fresno Pacific University is the California Central Valley's only accredited Christian university, offering leading academic programs, ethical and spiritual development through traditional bachelor's degree, adult degree completion, master's, and certificate and credentialing programs. The Institutional Research Office does all the ad hoc, internal, and external reporting for the University, primarily from the student information system. Consistent, accurate, and immediate data is imperative to the University's operation.

Fresno Pacific needed an affordable way to access this data that was secure, easy to use, and accessible for virtually anyone to create and customize reports in minutes without help from database experts. The requirements they had were fairly straightforward – an affordable solution that worked with their existing database to provide more sophisticated reporting than what already existed.

### Solution

After searching among the available reporting options, Fresno Pacific University selected and implemented Informer. They have been using it for a couple years and now average about 15,000 reports – both scheduled and ad-hoc – on a monthly basis. Their users can now instantly create and customize reports using an intuitive browser-based interface.

“Informer is able to perform real-time extraction of our live data significantly faster than we were able to in the alternative solutions because it does not have to move individual records to a data warehouse or cube. Best of all, the data is always accurate and up-to-date because there is no batch process to wait for”, noted Jones.

## Results

“Given the success we’ve had, we then decided to identify our return on investment in Informer. We quantified in minutes the time spent on reporting before implementing Informer and compared it with the time spent with Informer in place. After crunching the numbers, we realized that we save almost 60 hours per month executing reports using Informer”, commented Jones. “When I told my boss, he was absolutely thrilled, recognizing that Informer had more than paid for itself. Informer has an excellent return on investment. You have a great product and a loyal customer!”.



*The improved interface and functionality in Informer’s latest release not only increases accessibility and retrieval speed to my data, but it adds the capacity for analysis and integration with other database platforms.*

**Jeff Jones, Institutional Research Coordinator, Fresno Pacific University**