



Customer Story

How North Risk Partners Transformed Reporting and Decision-Making with Informer

Pain points

- 1.5 days spent manually compiling spreadsheets for leadership reports
- Delayed insights led to slower decisions and missed opportunities
- Data locked in systems limited access beyond technical staff
- No real-time visibility into performance trends or underlying drivers

Results

- Reports generated instantly instead of taking a day and a half
- Leadership now has 12-month trend views and 5-year growth analysis at their fingertips
- Teams can drill down, compare year-over-year, and analyze data without IT involvement
- Row-level Security and automated Jobs keep everyone aligned in real time
- Delivered significant time and cost savings, making Informer a high-value investment



Overview

North Risk Partners is a fast-growing insurance agency based in Plymouth, Minnesota, with 200-500 employees. Like many rapidly expanding organizations, North Risk found themselves struggling to keep pace with increasing demands for timely, accurate, and insightful reporting. Their story demonstrates how the right business intelligence solution can transform operational efficiency and empower data-driven decision-making across an entire organization.

Challenges: Slow, Inefficient Reporting & Limited Data Access

Before Informer, North Risk faced significant inefficiencies in their reporting process. Teams spent up to a day and a half compiling Excel spreadsheets for leadership, slowing decision-making and limiting their ability to respond to emerging business needs. Data was locked in systems that required technical expertise to extract, meaning most employees couldn't easily access or analyze the information they needed.



We were spending a day and a half putting together Excel spreadsheets. By the time the report was ready, the opportunity to act had often passed.

Jeff Skaar, Software & Data Engineer, North Risk Partners



What Business Looked Like Before Informer

These challenges were more than just operational headaches, they had real-world business impacts. Delayed reports meant slower responses to client needs, missed opportunities for growth, and less visibility into performance trends. Without easy-to-read visuals or trend data, leaders couldn't clearly see how the business was tracking toward goals or where adjustments were needed. Jeff said, "The ability to drill into data is critical. With our old process, we could get summaries, but we couldn't easily get into the details, and details are what drive action."

Solution: Empowering North Risk with Real-Time Data Through Informer

North Risk Partners implemented Informer to streamline their reporting process, improve access to real-time data, and empower employees at every level to work with information directly. With Informer's secure, web-based interface, North Risk can drill down into data, visualize trends with charts and graphs, and automate notifications to keep everyone informed.

"The team could finally move beyond simple spreadsheets to more dynamic tools like pie charts and line graphs. It made interpreting data at-a-glance not just easier, but actually enjoyable."

— **Jeff Skaar, Software & Data Engineer, North Risk Partners**

Since implementing Informer, North Risk has completely transformed its approach to data. What once took a day and a half to compile in spreadsheets now runs instantly, freeing up valuable time for higher-priority work. Leaders can quickly visualize trends over the past 12 months, track progress against goals, and analyze book growth spanning five years, all in a more engaging, visual format.

"The ability to run year-over-year comparisons, perform trend analysis, and make instant data corrections has turned reporting into a fast, informed decision-making process rather than a time-consuming chore."

— **Jeff Skaar, Software & Data Engineer, North Risk Partners**

Row-level security also ensures that the right people can access the right data at the right time, while Informer's Job functionality allows for automated sending of reports which keep everyone aligned and informed in real time.



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Jeff Skaar, Software & Data Engineer, North Risk Partners





Results: From Static Spreadsheets to Instant Insight

Since adopting Informer, North Risk Partners has gained major efficiencies in getting reports out, replacing days of spreadsheet work with near-instant reporting. The cost savings compared to other platforms, combined with the time saved, has made the investment highly valuable. The ability to add custom views and drill into data has enriched their analysis, while visual dashboards make it easier for leaders to identify trends and take action.

“If someone were to ask me, ‘What’s it like to work with Informer?’ It is like working with Power BI, but easier to learn, and has a shorter development cycle.”

— Jeff Skaar, Software & Data Engineer, North Risk Partners

Ready to move faster, see further, and work smarter, just like North Risk Partners?

Let's Talk



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