



QuickBase

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



Tech Support Staff at a professional training and coaching company

it_user189603

VALUABLE FEATURES

Reports are easy and Quickbase gives you what you need at your fingertips.

IMPROVEMENTS TO MY ORGANIZATION

Billing use to be a lot of papers from different tech's and now it is all done in Quickbase with no paper whatsoever. Tickets are entered and read the same day not at the end of the month now.

ROOM FOR IMPROVEMENT

Formulas look like Greek. I need to learn and it just looks so complicated.

USE OF SOLUTION

4 months using Quickbase.

DEPLOYMENT ISSUES

No issues with deployment it was easy to transition into.

STABILITY ISSUES

We have had no stability issue's yet.

SCALABILITY ISSUES

Quickbase system has the ability to process our tickets no matter how many we use a month. It works great with a few or we have gotten up to 200 tickets a month so far no problems. Love the speed and flexibility of this program.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: Customer Service is A+ and they help any where you need them with a friendly and knowledgeable attitude. I love the info videos. Technical Support: A+

PREVIOUS SOLUTIONS

We used paper reports and ticket logs. It was very time consuming. Now NO paper work and it has cut our time in half.

IMPLEMENTATION TEAM

A vendor team set up our system and I am learning to tweak it here and there. They were very helpful and did everything we ask them to do.

OTHER SOLUTIONS CONSIDERED

Yes my boss looked at a few programs. I do not know which though.

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