



QuickBase

Review From A Customer



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Review by a Real User

Verified by IT Central Station



Director of Information and Analysis Services
at a tech services company with 201-500
employees

it_user644979

WHAT IS MOST VALUABLE?

QuickBase's ability to provide low-code / no-code development and a fully integrated API in a SaaS solution has revolutionized the way we develop applications.

HOW HAS IT HELPED MY ORGANIZATION?

QuickBase has allowed us to develop approximately 20 production applications that all help business process flows, decrease time spent on reporting and allow for better controls and insight into our operations.

WHAT NEEDS IMPROVEMENT?

I would like to see a more robust data modelling architecture, one that allows alternate keys and multi-column primary keys.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have used it for 2.5 years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

We have not encountered any deployment issues. Our deployments have been very effective. We have developed a simple set of best practices, and rolling out new apps and features has worked very well.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We have not encountered any stability issues. The system is very stable. Whenever the system is going to be down for maintenance, QuickBase is very good about communicating in advance and repeatedly.



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WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

There are row limits on tables and one of our applications has encountered this limitation. We were able to update the design of the system to spread the data across multiple tables and work around the limitation.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: The customer service has been great. We always get prompt replies and our issues are resolved quickly. Pricing and negotiations are always amicable. Technical Support: The customer service has been great. We always get prompt replies and our technical issues are resolved quickly.

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We did not previously use a different solution. We evaluated it as the need to transition away from traditional application development became more apparent.

HOW WAS THE INITIAL SETUP?

Initial setup was fairly straightforward. Because all configuration is custom, there was a steep learning curve and we made plenty of mistakes but overall, it went well.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We used an in-house team to implement our solution. Now, we have enough expertise that with the exception of QuickBase add-ons, we don't use third-party vendors for anything.

WHAT WAS OUR ROI?

We have evaluated our ROI timeline to be around the 24 month range. This has allowed to already be in the black from our original investment.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Licensing and pricing is very much worth the money. This can be leveraged even more by the fact that one license gets you user access to all the apps you have in production. QuickBase is very open to negotiation and finding the right price point for your company.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Before choosing, we evaluated Salesforce App Cloud and determined that for our needs and price point, QuickBase better fit our needs.

WHAT OTHER ADVICE DO I HAVE?

QuickBase has really allowed us to leverage our business users' expertise while developing custom web applications. Our citizen developers' closeness to the business ensures that all the solutions they implement are as closely aligned to the business needs as possible.

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