

CGS Expands Business as Quick Base's First Channel Partner

The Challenges

- Address unique law office management challenges
- Rising demand for a CGS-built Quick Base product offering



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Anthony Miller, Vice President of Government Affairs at CGS

Contact Government Services (CGS) combines cutting-edge technology and deep expertise to provide government and legal entities with innovative services to optimize human, technical, and financial resources. That same strategy is used internally to deliver exceptional customer service using low-code database technology from Quick Base.

As the backbone of operations, CGS's business-built ecosystem of Quick Base apps simplify and automate tasks and workflows; seamlessly integrate with other systems; and produce custom reports in minutes. With it, day-to-day work gets done better, faster, and more accurately, and decisions are made with the latest data in hand.

Several months ago, CGS's Quick Base solution became the catalyst for a new business opportunity when a long-time customer asked to buy it.

“They were frustrated by the lack of effective project management solutions in the legal space and wanted to know how we were handling it,” says Anthony Miller, Vice President of Government Affairs at CGS. “We told them about Quick Base and explained how we set it up. They were so impressed with what we built they wanted it for their business too.”

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The Solution

- Expand portfolio of offerings by becoming Quick Base’s first Channel Partner
- Commoditize CGS’s Quick Base solution for law offices
- Drive more creative and collaborative iterations by teaching users how to build in Quick Base

As Miller and his business partner, Brian York, lead developer and Vice President of Government Strategy at CGS, worked with Quick Base on that first sale, an opportunity quickly arose to sell another. That’s when conversations with Quick Base began in earnest about becoming a registered reseller, and making the product offering part of CGS’s portfolio. It was a well-timed inquiry as plans to roll out a new Quick Base Channel Partner Program had just begun.

“As Quick Base’s first Channel Partner we were invited to provide feedback to help shape the new program, and we got a lot of support and flexibility return,” says Miller. “Quick Base valued what we brought to the table and we knew this would be a meaningful relationship for us too. It was definitely worth investing our time, and everything has just grown from there.”

Built around legal project management, CGS’s Quick Base-powered offering is a unique, customizable, and secure online solution for running a law firm end-to-end. From client intake, to trial prep, to presenting the case before a judge, every detail is easily tracked and managed from role-based dashboards equipped with automated alerts and notifications.

Selling the solution typically begins with demos to leadership and end-users. Potential customers can then test out the solution in a sandbox environment. Once the sale is made, a Quick Base account is purchased through CGS and the app is launched. Customization is based on input gathered about the users and potential builders who will interact with the system, and both formal and informal training is provided by CGS as needed.

York and the development team value the low-code aspect of Quick Base because it not only enables them to rapidly build out everything a customer needs on day one, but also allows customers to play an active role

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in the evolution and direction of the solution going forward. User-driven development can range from customers initiating updates on their own to calling upon CGS for bigger ideas, like adding an asset inventory system. “I would say 100% of our customers want to dip their toes in app development and we’re very proud of that,” says Miller. “We want them feel like they are a part of the solution—that they’ve purchased a dynamic and sustainable tool that they have the knowledge and confidence to modify and update as needed. The beauty of Quick Base is that it really does empower people to be creative problem solvers, and not just the ones who can code.”

The Benefits of the Channel Partner Program

- Dedicated Quick Base sales, engineering, and customer care
- Open and supportive communications and rapid response
- Ongoing involvement in the evolution of the Channel Partner Program

One of the biggest benefits CGS cites in becoming a Quick Base Channel Partner is access. For example, when their team needs to put together a proposal they have access to and support from a dedicated sales representative. If something requires senior level approval, it is quickly and easily addressed.

“What’s been great about working with Quick Base is that when it comes to the proposal and pricing, everybody is on the same page,” says Miller. “Everyone is pricing to win, and we’re all making sure that the information required is provided in a timely manner.”

When a customer’s solution is ready to be deployed, Quick Base’s engineers and developers are on hand to quickly fix any bugs or unforeseen challenges that arise.

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Miller, York, and the CGS team are also active contributors toward the evolution of the Channel Partner Program, including the opportunity to provide input on what kind of capabilities would help drive even greater reseller success. For example, one of CGS's bigger customer concerns, no matter what cloud platform is involved, is security. Quick Base has aided the conversation by providing SOC1 and SOC2 server information. The recent roll out of a customer-held encryption key also helps.

"Quick Base has really helped us grow into this commoditized project management offering," says Miller. "They've enabled us to expand our presence as overall technology providers—and it's only the beginning." "When you become a Quick Base Channel Partner you're stepping into a world-class company that has very capable sales, engineering, and support teams actively working on your behalf," he adds. "You also have a company that's mindful of the fact that your success is their success and that strong relationships underpin it all."

Miller and York will be championing the Channel Partner Program as presenters at the 2019 Quick Base EMPOWER Conference. They will also be leading a breakout group to demonstrate their application.



About Quick Base

Quick Base provides a cloud-based platform that empowers problem solvers to quickly turn ideas for better ways to work into apps that make their organizations more efficient. For nearly 20 years, people of all technical backgrounds have been using the Quick Base platform to create solutions that streamline processes, capture real-time data, and improve company operations, all while working in concert with existing IT systems. Based in Cambridge, MA and a former division of Intuit, Quick Base has a 6,000+ customer universe of app-enabled businesses that spans all industries and company sizes, and includes more than half of the Fortune 100.

For more information, please visit: www.QuickBase.com