

Rapid Application Modernization With Quickbase



Agenda

- **Current Priorities**
- **Goals of App Modernization**
- **Challenges of App Modernization**
- **Desired Outcomes**
- **Why Quickbase?**
- **Quickbase Case Studies**
- **Demo**



Government IT Priorities

NACo Tech Xchange



CYBER SECURITY SERVICES:

Aggregate agreements, partnerships, best practices, cyber simulations, cyber insurance, national county reports (includes [NACo Cyberattack Simulation](#))



IT LEADERSHIP TALENT ACQUISITION AND RETENTION:

Leadership, culture, engagement, and benefit retention tools



NACo TECH XCHANGE:

Membership growth, portal resources, partner access - [2022-Tech-Xchange-subscription-form.pdf \(naco.org\)](#)



DATA GOVERNANCE:

Education, Legislative input for privacy and records digitization, resources, data asset inventory templates, data toolkit - [NACo Tech Xchange - Data Governance Toolkit Series: Challenges and Opportunities During COVID-19](#)



BROADBAND:

Education, wide access, affordability and adoption - [Broadband \(naco.org\)](#)



CLOUD ADOPTION:

Best practices and guidelines



RURAL AND SMALLER COUNTY TECHNOLOGY:

Support, resources, security solutions (including the development of an IT handbook)



AUTONOMOUS INNOVATION FOR LOCAL GOVERNMENT:

Education, uses cases, crossing county boundaries

NASCIO



1

Cybersecurity and Risk Management: governance; budget and resource requirements; security frameworks; data protection; training and awareness; insider threats; third party risk



2

Digital Government / Digital Services: framework for digital services; portal; improving and digitizing citizen experience; accessibility; identity management; digital assistants; privacy



3

Broadband / Wireless Connectivity: strengthening statewide connectivity; implementing rural broadband expansion; 5G deployment



4

Cloud Services: cloud strategy; selection of service and deployment models; scalable and elastic services; governance; service management; security; privacy; procurement



5

Legacy Modernization: enhancing, renovating, replacing, legacy platforms and applications; business process improvement



6

Identity and Access Management: supporting citizen digital services; workforce access; access control; authentication; credentialing; digital standards



7

Workforce: preparing for the future workforce and reimagining the government workforce; transformation of knowledge, skills and experience; more defined roles for IT asset management, business relationship management skills, service integration



8

Enterprise Architecture: governance; formulating, refining or implementing an EA strategy; business architecture; business process modeling; statewide EA program management; federal reference models; whole-government enterprise architecture



9

Data and Information Management: data governance; data architecture; master data management; open data; sustained access to government data; data portals; enhancing the role of data; information & intelligence, knowledge management; data integration; data management strategy; roles and responsibilities; dataops



10

Consolidation/Optimization: centralizing; consolidating services; operations; resources; infrastructure; data centers; communications and marketing "enterprise" thinking

Modernization Goals

To be more efficient, data-driven, productive,
and empower people to solve problems quickly

**Enable
Business
Agility**



**Accelerate
Continuous
Improvement**



**Improve IT/Agency
Partnership**



**Proactively Manage
Risk: Governance,
Regulatory, and
Compliance**



What We Hear

Common Challenges



Outcomes

Security

- Full control of data access, reports & dashboards
- Confident compliance management
- Proactive & automated compliance

Agility

- Extend existing core systems
- Actionable insights into ops data
- Lower time to develop apps

Continuous Improvement

- Quick access to actionable data
- Shift budget from app dev
- Eliminate process inefficiencies

Partnership

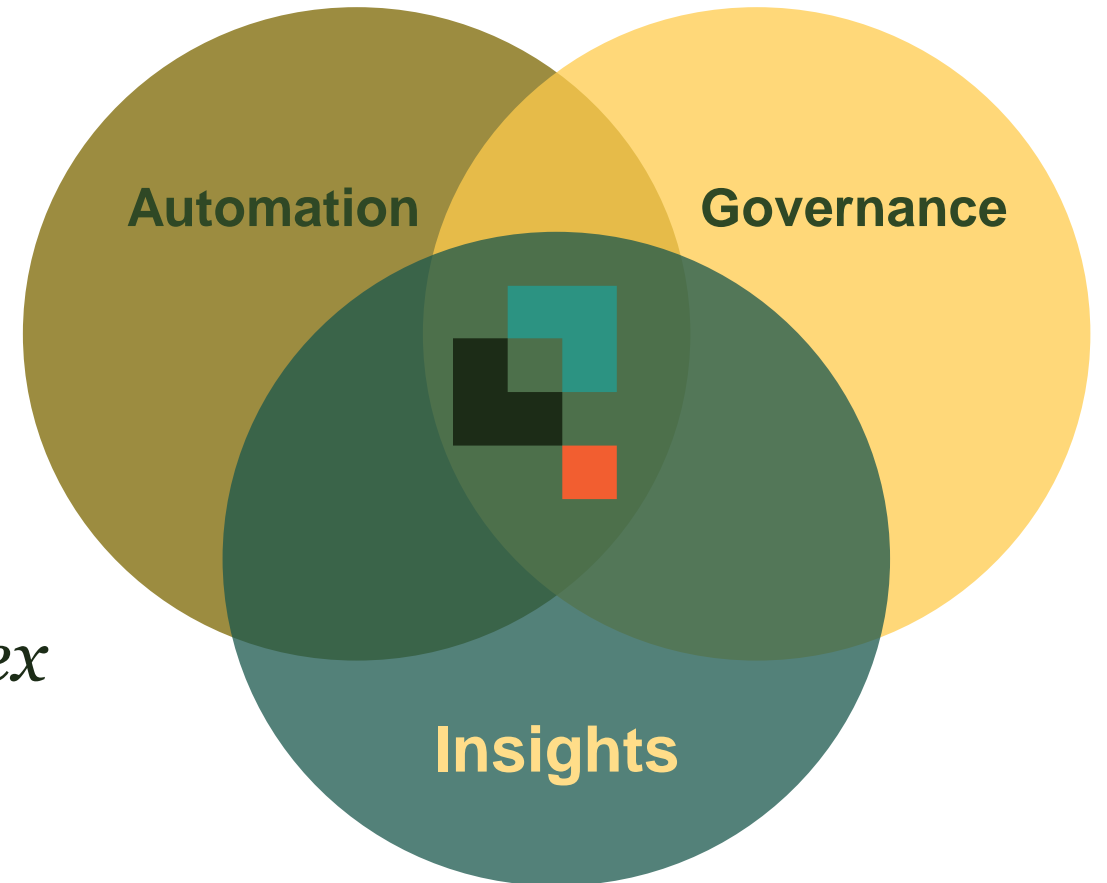
- Resolve IT backlog w/out IT staff
- Reduce spend
- Eliminate Shadow IT



What is Quickbase?

A **no-code** operational agility **platform** that enables organizations to see, connect and control complex problems.

Quickbase frees organizations to flex and evolve by connecting people, information and ideas.



Why Quickbase?

Public Sector is more efficient, data-driven, and productive when they empower their people to solve problems quickly

Unmatched
speed to trusted
solutions



Exponential value as
customers leverage
the solution broadly



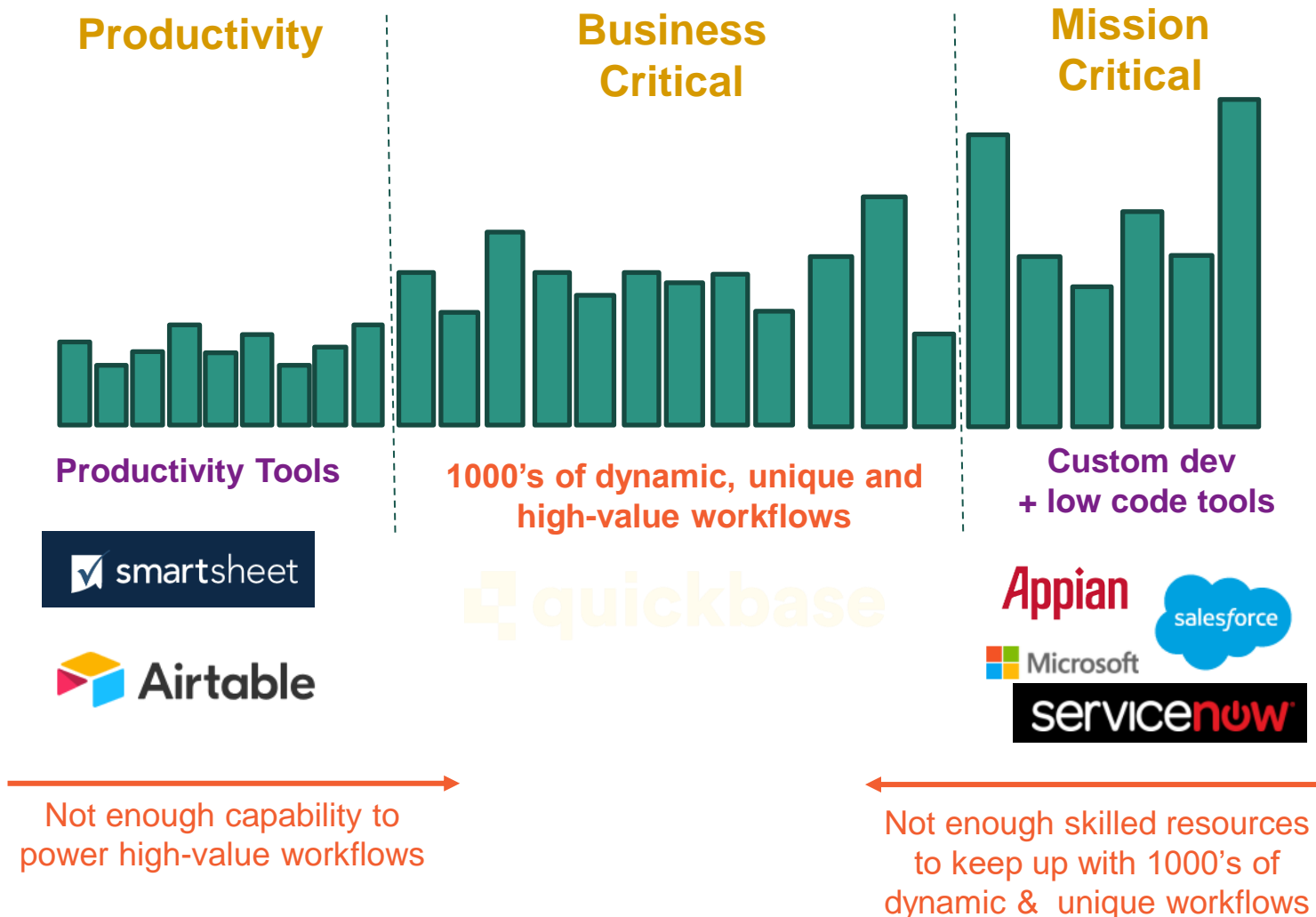
Enablement services
that accelerate citizen
development



Pioneers of Business-led Development

	One Unified Platform	Everything needed to build fully functional and integrated applications; Services design to work together
	20 Years of Expertise	Access to content and experts to ensure fast time to value and sustainable success
	Integrated Database	Fast and flexible database that supports automation and integration of complex workflows without the DBA headaches
	Instant-on	Instant-on infrastructure; Build once, use everywhere; Web and mobile without specialized IT or mobile development expertise
	Flexible Permissions	Granular role and field-based permissions that are configured not coded enable solutions for employees, customers & partners
	Governance Controls	Governance controls designed for administration, access control, security, encryption and auditability of business-led development
	Actionable Insights	Dashboards and reports that unlock and act on insights across systems, teams and third parties without needing SQL expertise

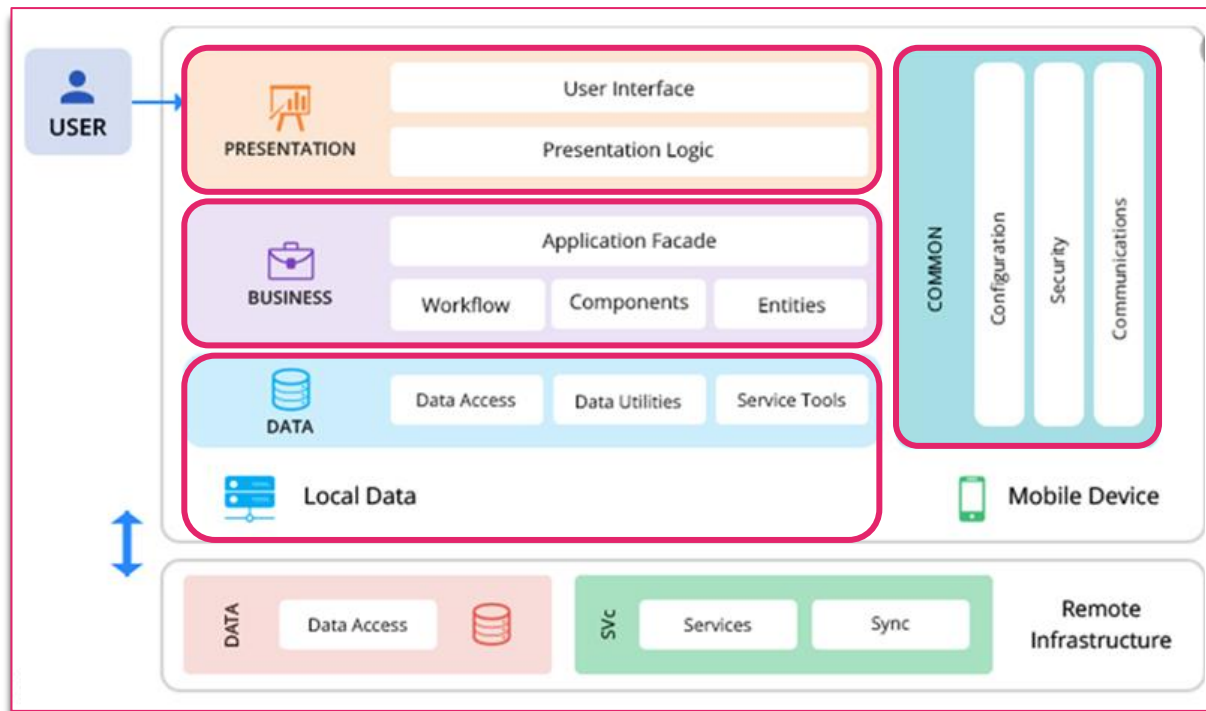
Quickbase Fills a Critical Gap



- Engage more people in the creation and continual improvement of **business-critical** applications
- Empower subject matter experts **who are not developers** in modernizing complex workflows
- Deliver **transparency** into the 1000's of unique workflows that cut across core systems
- The **expertise and platform** for deploying business-led development safely across an organization

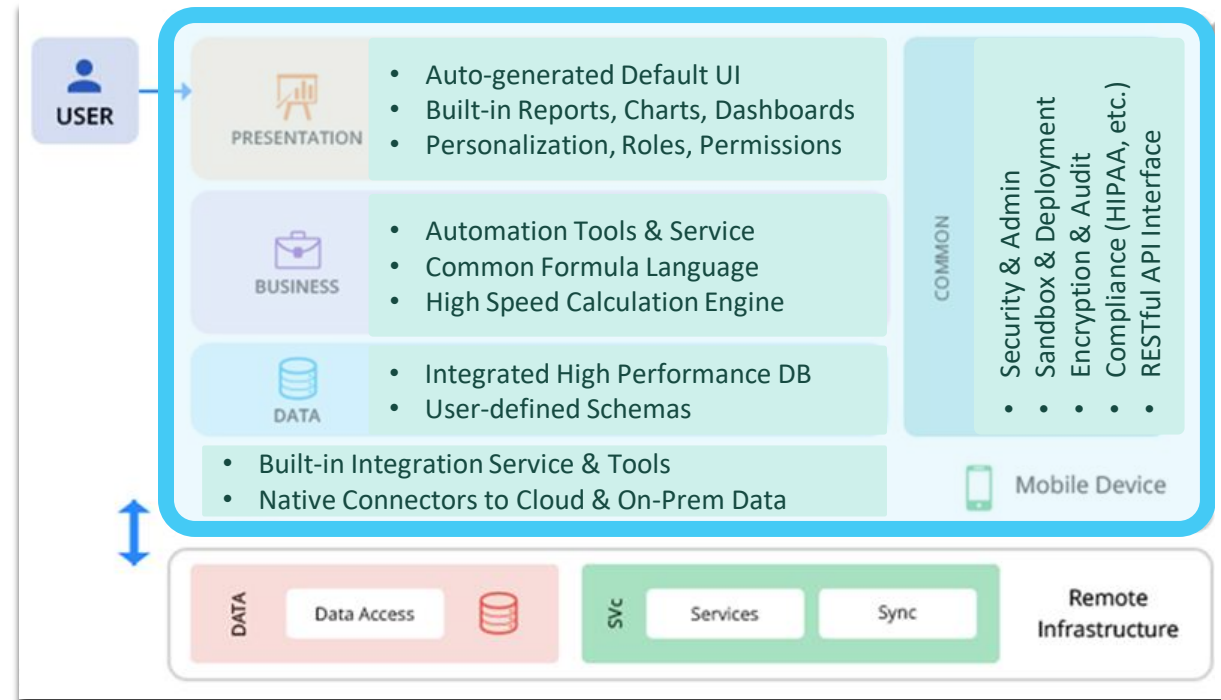
One integrated set of tools & services

Competing Approaches



Piece Together Applications

Quickbase Approach



Innovate on a Unified Platform

Connections

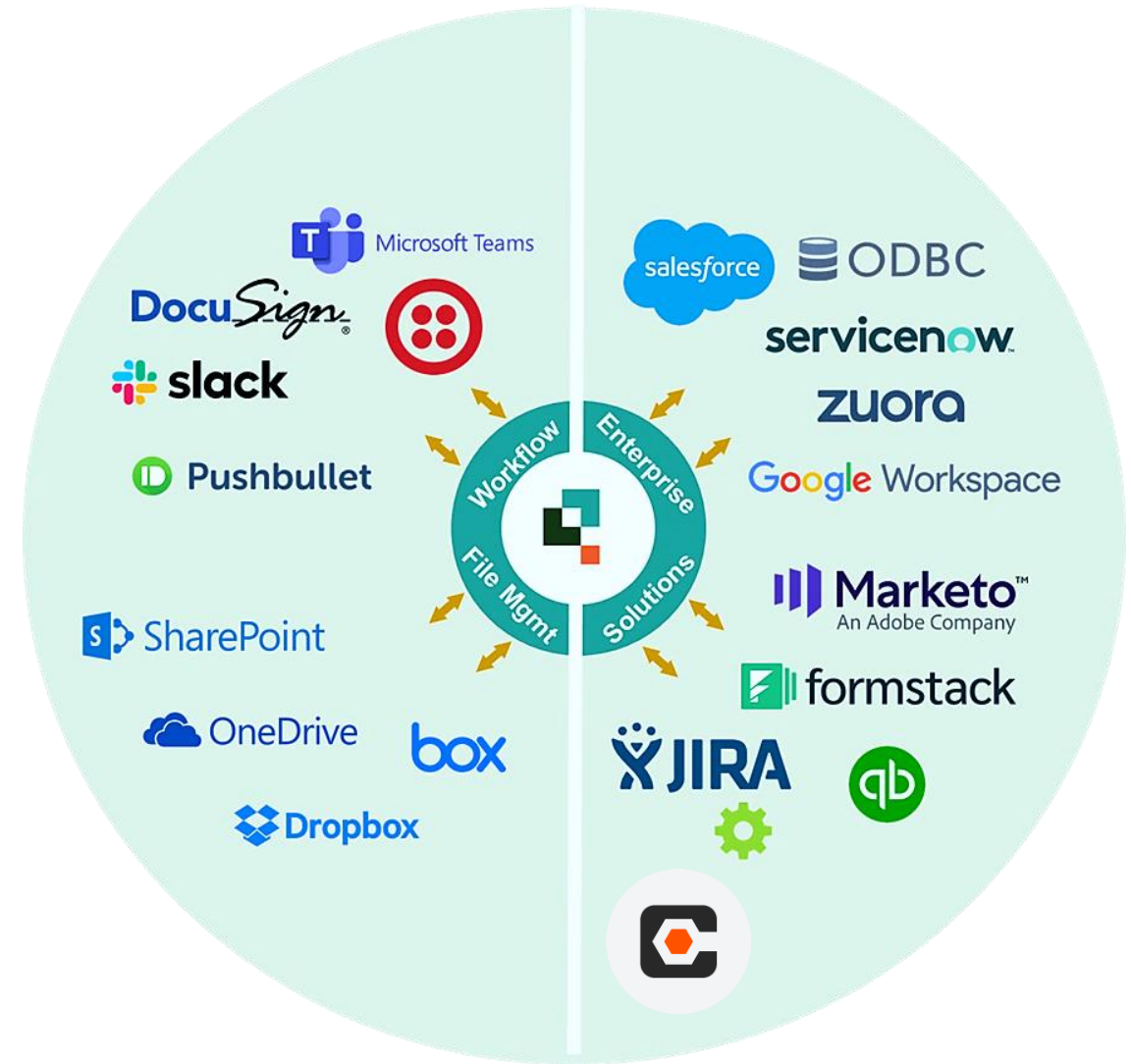
Free data to be extended & automated in new ways

Capabilities

- Bi-directional data exchange
- Triggered & scheduled executions
- Batch style data integration
- Event-based application integration
- On-premise & cloud connectivity

Services

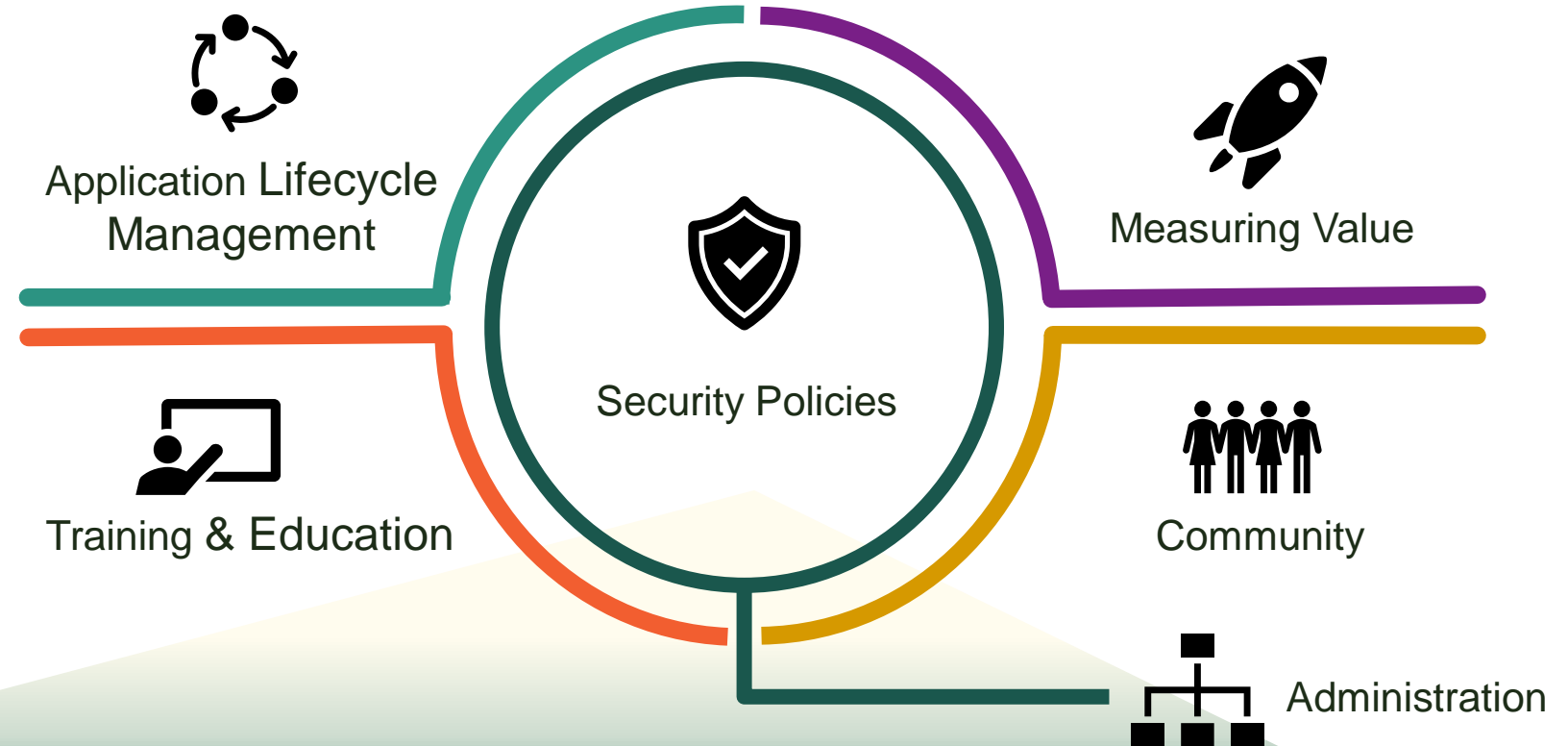
- Built-in integration service (Pipelines)
- Full set of RESTful & XML APIs
- Automated Data Synchronization
- Application Webhooks & Notifications



Quickbase Governance

Deploy safe, secure citizen automation enterprise-wide

Quickbase Governance Framework



Supporting Product Capabilities



#1 Platform for Citizen Development



Quick Facts

- Consistent double-digit growth
- Owned by Vista Equity Partners
- 500 Employees
- Cloud-native for 20+ years
- 6K+ SaaS customers
- Trusted by 80% of the Fortune 500, State and Local government, and Higher Ed



*Top Rated Award for
Rapid Application
Development/Low Code
Software 2020*



*Highest score in Citizen
Development Gartner
2020 Critical Capabilities
Report*



*Quickbase named a
Gartner Peer Insights
customer's choice for
enterprise*

4.8 ★★★★★



*Leader in The Forrester
Wave™: Low-Code
Platforms For Business
Developers, Q2 2019*

¹ 2020 Gartner Critical Capabilities for Enterprise Low-Code Application Platforms

² 2019 The Forrester Wave™: Low-Code Development Platforms For AD&D Professionals,

³ Gartner Peer Insights, <https://www.gartner.com/reviews/market/enterprise-low-code-application-platform/vendor/quick-base>

Quickbase Government Customers





Mono County Cracked the Challenges of Digital Transformation with Quickbase

Challenge

- County IT serves both the County of Mono and the Town of Mammoth Lakes.
- Multi-level stakeholders: management, county administrators, and elected officials.
- Have mix of custom-dev apps that fit specific niches, and purpose-built apps that solved larger issues.
- Spent a lot of time to implement software and still struggled with support from vendors and supporting customers.

Solution

- Customizable project management app including service, time management, and more.
- Used Quickbase initially to build out a small-scale ERP for internal IT operations.
- Extended no-code capabilities into HR Management, permitting, and application tracking for new employees.

Benefit

- Engaged employees to fill gaps, or to find functionality that didn't previously exist for them.
- Filled needs quicker and more effectively.
- IT is able to focus on strategic initiatives such as governance.
- Processes that historically took hours, now take minutes.

“Our COVID-19 response app was built in a week. That put powerful functionality in the hands of our Public Health staff months ahead of the products the State built and set us up well to perform case management, contact tracing, and vaccine distribution.”

-Nate Greenberg, Director of Information Technology for Mono County and the Town of Mammoth Lakes, California



City of Philadelphia Department of Planning and Development Improves Public Service Delivery with Quickbase

Challenge

- Potential complications for external parties accessing the city's network
- A wide variety of disparate tech stacks and solutions requiring connection
- Office visits became a challenge when the COVID-19 pandemic hit
- Difficulties in collecting information from the public and applicants

Solution

- Rent Assist app for processing assistance applications during COVID
- Restore/Repair/Renew (PHDC Program) app for managing applications for loans
- Application for tracking Philly First Home Program applications for facilitating grants for first-time homebuyers
- Eviction Diversion Program for facilitating agreements between landlords and tenants

Benefit

- Enhanced communication with the public and applicants
- Streamlined processes for collecting information during COVID
- Efficient project management even with limited resources and funding
- Much-needed agility in making required changes

"We're able to manage big projects with limited resources."

-Nick Wade, Software Engineer, City of Philadelphia Department of Planning & Development



Cost Effective Quickbase Solves Big Application Development Challenge

Challenge

- Lack of agency transparency and accountability
- Limited technical and financial resources available for custom apps

Solution

- No Code/ Low Code customizable apps solve big challenges and hundreds of little business problems at agencies
- Cloud based streamlined workflow processes reduced errors

Benefit

- Agencies have timely access to critical data for decisions and reporting
- Replaced 75,000 Access databases
- **OCTO deployed 155 custom applications across 11 agencies in 10 months with only one technical resource saving \$7.51 million in application development and deployment costs**

“We spun up a school lottery app that would normally take 6 months in 2 weeks!” – Stephen Miller, Deputy CTO

Resources



[GovTech Talks](#)



[Mono County: Promoting Operational Agility Webinar](#)

Demo

