

COMPANY  quickbase	INDUSTRY SaaS / Low-Code Development
USE CASE 6,000+ (many Fortune 100)	USE CASE Public status page, Xurrent IMR

How Quickbase retired its homegrown status page for one it doesn't have to maintain

A low-code leader moved uptime reporting for 6,000+ clients onto Xurrent IMR, and stopped maintaining code to do it.

Quickbase spends its days helping companies stop building things by hand. Its low-code platform lets 6,000 clients, many of them Fortune 100, assemble the applications they need without standing up a development team for each one. So there is a quiet irony in how Quickbase used to run its own status page: it had built the thing itself, in code, and was maintaining it by hand for years.

That worked, until it didn't. When it came time to fix it, Quickbase moved its uptime reporting to Xurrent IMR.

At a glance

6000+ clients kept informed, many Fortune 100

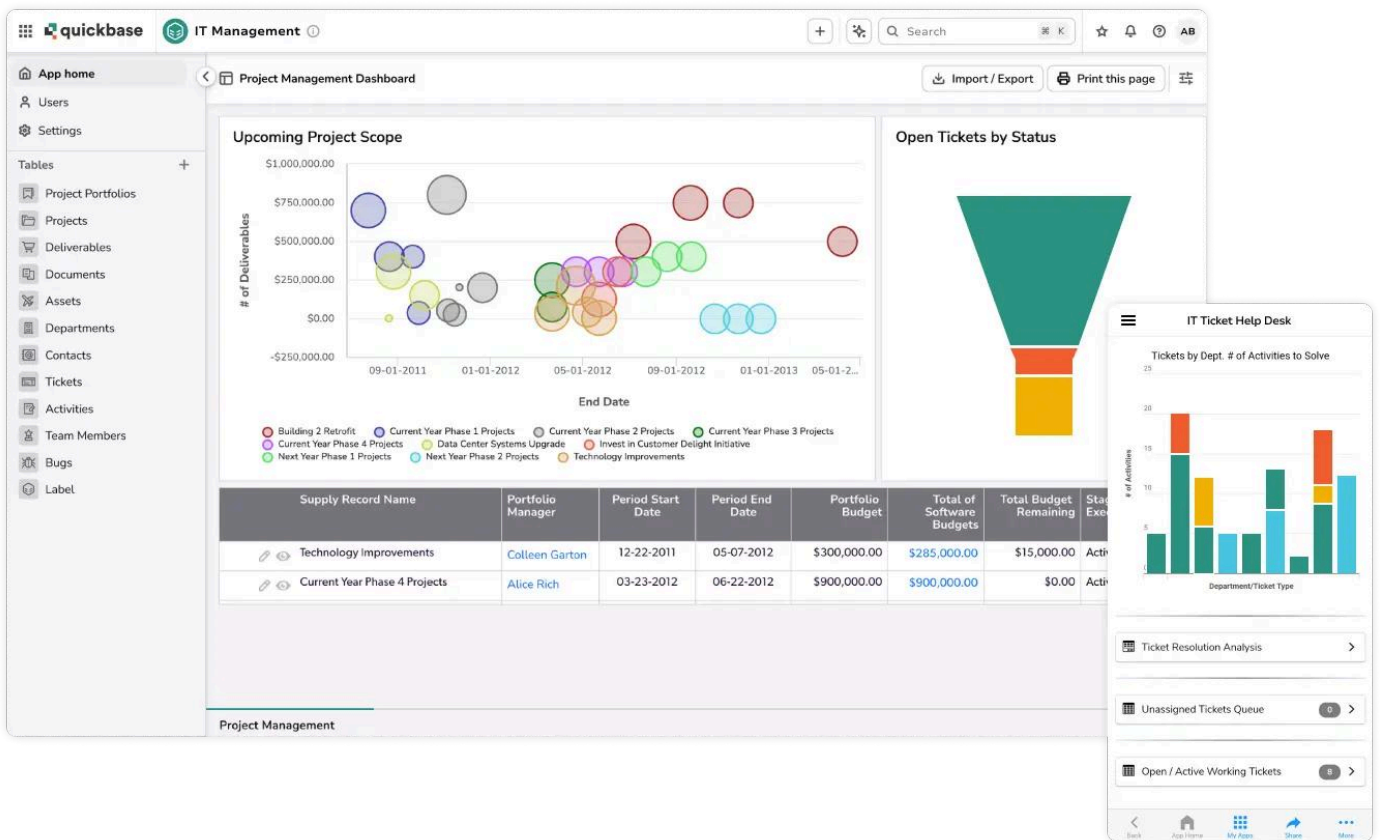
Zero code to maintain for status reporting

Years of uptime history, on demand

About Quickbase

Every company of any size needs to organize, store, and access data, and most would rather not assign a team of developers to do it. That is the gap Quickbase fills.

Its award-winning low-code platform lets developers and non-developers alike build applications and connect systems quickly, from project and asset management to order tracking, contract management, sales, and HR. Quickbase serves more than 6,000 clients, including many members of the Fortune 100, and treats transparency and uptime as core parts of being customer-focused.



The challenge: a homegrown tool that aged into a liability

Quickbase had built its own custom website tool for uptime reporting and run it for several years. Like most in-house tools, it carried an ongoing tax: it needed maintenance and code management to keep working.

That cost was manageable at first. It stopped being manageable as people moved on.

As employees changed roles, ownership of the tool kept shifting, and the knowledge needed to maintain it grew thin.

A status page only does its job if it is reliably there, and a homegrown one that depends on whoever last touched the code is a fragile way to keep a promise to 6,000 clients. To hold its commitment to uptime and proactive communication, Quickbase decided it was time to stop maintaining the tool and start using one.

The solution: responsive, customizable, and not Quickbase's to maintain

Quickbase evaluated several status page tools from leading providers. Two things separated Xurrent IMR from the shortlist. The first was responsiveness: compared with the other providers, the team behind Xurrent IMR was notably faster and more agile to work with.

The second was ease: the platform was simple to implement, and the dashboard widgets and views were straightforward to customize, so Quickbase could shape the page without writing and maintaining code to do it.

One requirement mattered especially for a company that sells reliability. Quickbase wanted a durable system of record, one that could demonstrate system availability over multiple years and produce reporting for both customers and staff on demand. A status page is only as convincing as the history behind it, and Quickbase needed that history to be retrievable, not reconstructed.

The result: proof of reliability, without the upkeep

Because Xurrent IMR stores and retrieves historical data, Quickbase's site reliability team now runs a status page that communicates uptime to customers and staff and stands as ongoing proof of the company's commitment to service.

The multi-year record is there whenever a customer or an internal team needs it, which turns uptime from a claim into something Quickbase can show. Just as important is what the team no longer does. The reporting that once meant maintaining a homegrown tool, and chasing down whoever understood its code, now runs on a platform Quickbase does not have to keep alive itself.

The site reliability team gets the visibility and the system of record without the maintenance burden that came before. For a company whose entire value proposition is helping others stop building tools by hand, that is a fitting place to land.

Get started with Xurrent today.



See how Xurrent IMR gives you a status page and a system of record without the code to maintain.



xurrent.com | info@xurrent.com