Turtle & Hughes Automates Supply Chain Business with Quick Base

The Challenge

- Supply chain visibility and rapid reporting impeded by emails, spreadsheets, and PDF files
- Difficulty communicating with a widespread North American workforce by email

Whether it's getting the best price to making sure materials are available when and where needed, Turtle & Hughes Integrated Supply (THIS) has been driving greater savings and efficiency for leading companies (from automotive to personal care) for over 20 years.

Successfully managing the buying and procurement activities of customers' MRO (Maintenance, Repair, & Operations) supply chains requires fast and effective communications. But as the company continued to grow, spreadsheets, PDFs, and emails were becoming bottlenecks to information exchange with customers and THIS employees working internally or at their sites.

"Email was not the most effective way to communicate with our decentralized North American workforce, and compiling spreadsheets and PDFs to report back to customers took a lot of time and effort," says Joseph Gill, Manager of Business Reports & Analytics at THIS. "We wanted a more modern and automated way to conduct business."

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Joseph Gill, Manager of Business Reports & Analytics

The Solution

- Quick Base as a mobile-ready, cloud-based collaboration platform
- Central platform for aggregating data from multiple ERP and other systems
- Project management apps to track progress and speed time-to-completion

The Quick Base platform appealed to Gill for many reasons. It's flexible enough to quickly and easily build internal and customer-facing apps using familiar spreadsheet and database skills. It's cloud-based and mobile ready, meaning information can be stored, manipulated, and accessed at any time, from anywhere, on any device. It can import data from both internal and external ERP systems, making it easy, for instance, to load a customer's budget and track it against monthly spend. It's also agile. Project management apps can be spun up at a moment's notice, enabling the company to scale quickly to meet demand and seamlessly track progress for consistently reliable outcomes–no micromanagement required.

"We have branded Quick Base in our organization as the 'THISone' portal because nearly everything that our customers or employees need to know is on there and easily accessible," says Gill.

The Benefits

- 3 to 4 times increase in analyst capacity
- Improved visibility across MRO supply chain operations
- Automated, customized reporting

The ability to quickly create Quick Base apps to solve pressing business problems has been transformational for THIS and its customers. For example, Gill built an Accounts Payable issue tracker on Quick Base that automates a formerly time-consuming expense report correction process–cutting resolution time to days, not weeks. Automated alerts, processes, and workflows have made the company's supply chain analysts so efficient that instead of one account they can easily manage three or four. And everything can be done in the office or in the field by laptop, tablet, or phone.

With their own customized Quick Base dashboards, customers can log into the secure THISone portal and instantly access information on their spend, savings, vendors, and other records. A fast and interactive way to find and view data– just as they want to see it–optimizes their user experience. Custom reports that

used to take hours or days are now automatically compiled in minutes and stored on a report service. Customers can access the latest one as easily as something published years ago, or even request (and quickly get) an entirely new report.

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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**

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