Quire Users Report Significant Time Savings, Productivity Gains

quire

Improving Productivity with Every Report

Quire, provider of the industry's most flexible and cost-effective cloud-based report writing platform, interviewed its users to determine the actual results of implementing its product.

User responses indicate impressive **time savings and productivity gains that average 25 - 30%**, and some are even greater.

Background

Since Quire was founded in 2010, the Pennsylvania-based company has focused on creating a user-friendly interface and an outstanding customer experience. Veteran environmental report writer and Quire president Kelly Stratton created the company's vision to address the lack of viable, affordable report writing options in the marketplace. Quire enables its users to increase the quality and consistency of their reports while reducing production time and liability due to errors.

Most organizations that utilize report writing platforms are professional agencies hired to conduct Environmental Site Assessments (ESAs) or Property Conditional Assessments (PCAs) for larger properties or buildings. These reports usually consist of 25 - 50 pages of verbiage and up to 1,500 pages of appendices. Major players in the report writing industry include Microsoft Word, PARCEL and Quire.

In conjunction with Digital Transformations LLC, Quire conducted interviews with several of its clients in order to gather and share their feedback on their experiences with the platform. All interviewees were subject matter experts with multiple years of experience in writing and reviewing environmental reports.

Reasons to Make the Move to Quire

The interviewee responses indicated that they all chose to try Quire due to difficulties and dissatisfaction with their prior report creation platforms. The driving factors varied by platform.

Those who used Microsoft Word noted the frequency of formatting inconsistencies, the difficulty of creating a single pdf file from multiple documents, and the challenges of embedding tables from Microsoft Excel and other sources. They also cited user errors related to cutting and pasting and overlooking leftover data (such as addresses) when using existing reports to create new ones. Users of competitor platforms cited high licensing and maintenance costs, lack of standardization and poor user experience as the main reasons they wanted to make a switch.

Independent of the prior platform, Quire users reported impressive efficiency gains and a reduction in stress based on Quire's real-time tracking of report status. The respondees also unanimously and enthusiastically described Quire's superior responsiveness and customer service.

"In total, productivity and efficiency improvements are in the range of 25 – 30% per report. Higher gains can be achieved by leveraging Quire features (e.g. WordBank) to its fullest potential and/or optimizing the end2end reporting processes leveraging Quire."

"For larger PCA portfolios, time to create a single PDF went down from **18-19 hours per report** to just **merely 1 hour**"

Productivity and Efficiency Gains

The interview questions regarding productivity and efficiency gains focused on three different phases of the end-to-end report creation process:

- Locating and searching for reports and supplemental documents
- Writing/creating reports
- Reviewing and modifying reports

The responses related to locating and searching for files indicated modest to significant gains in productivity/ efficiency. One customer reported improvement of five to ten seconds per report compared to Microsoft Word. Another customer commented on the convenience of Quire's cloud-based architecture and its affect on accessing files. With all the supporting documentation centrally located within the Quire report, they no longer need to download files off their company server, thus saving anywhere between ten to 20 minutes.
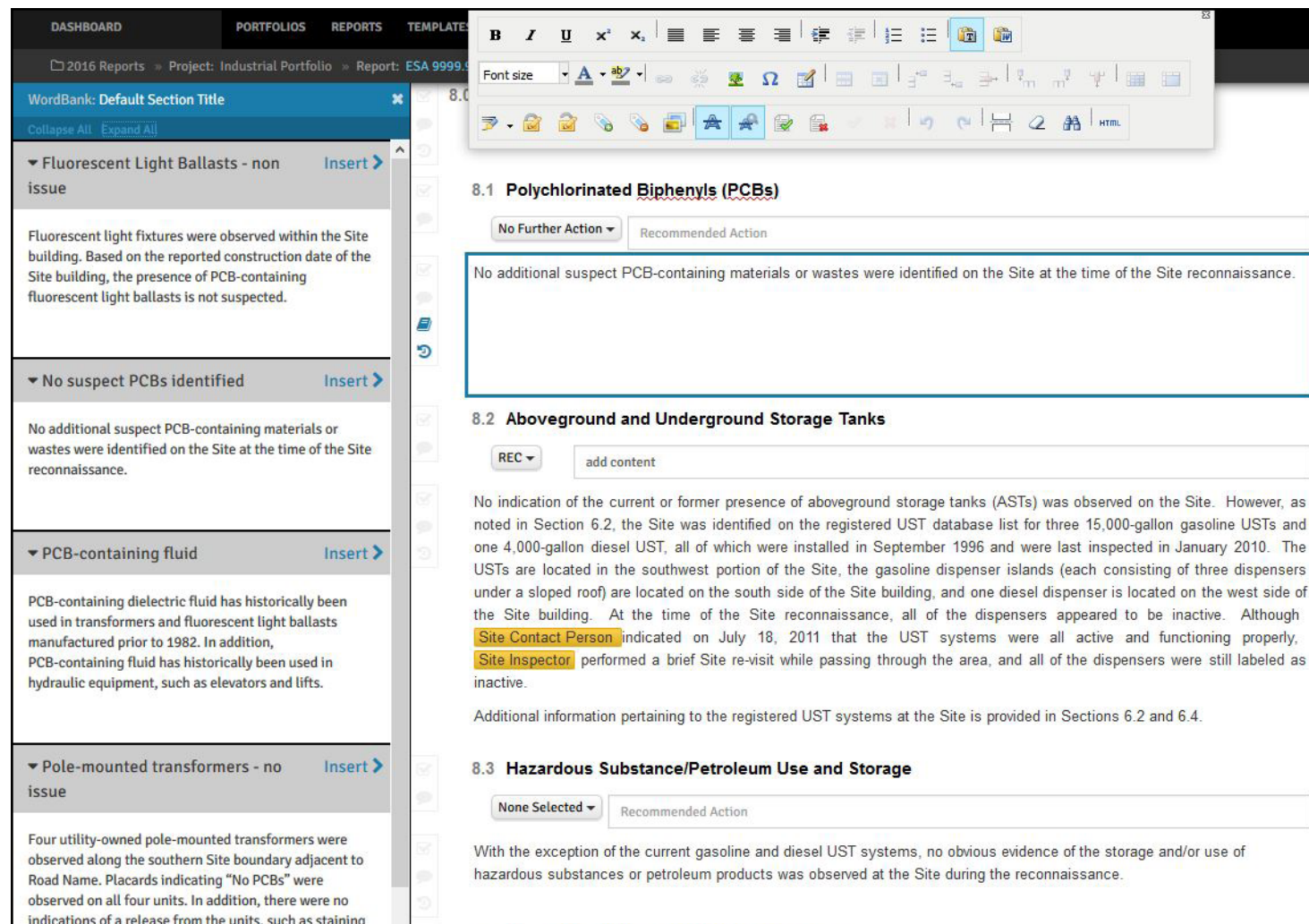
Quire's WordBank feature is used to quickly insert content from a language library

Quire's advanced photo gallery tools

Users reported that they spend most of their time in the report writing and creation phase. This is also the phase in which they noted the most significant efficiency improvements over their prior platforms. On average, Quire allowed them to realize time savings of 25 - 30% per report, no matter what platform they previously used. The main improvements were due to Quire's WordBank feature, which stores and organizes frequently used wording for instant insertion into any report. Users expected even more time savings to come with additional leveraging of WordBank. Also cited for efficiency were Quire's SmartTable capabilities for presenting narrative in a more tabular format, as well as, Quire's fast and reliable performance overall. One customer reported a per-report time reduction from 19 hours to just one hour due to Quire's ability to assemble report sections into a single pdf file.

The reported efficiency gains in the report reviewing and modifying phase were similar, around 25 - 30% per report. The main cited advantage of Quire in this phase was that it allows the reviewer to make edits directly in the report without requiring the creator to accept the edits (as in Microsoft Word) or to go back and make the changes (as in Adobe Acrobat).

User Experience
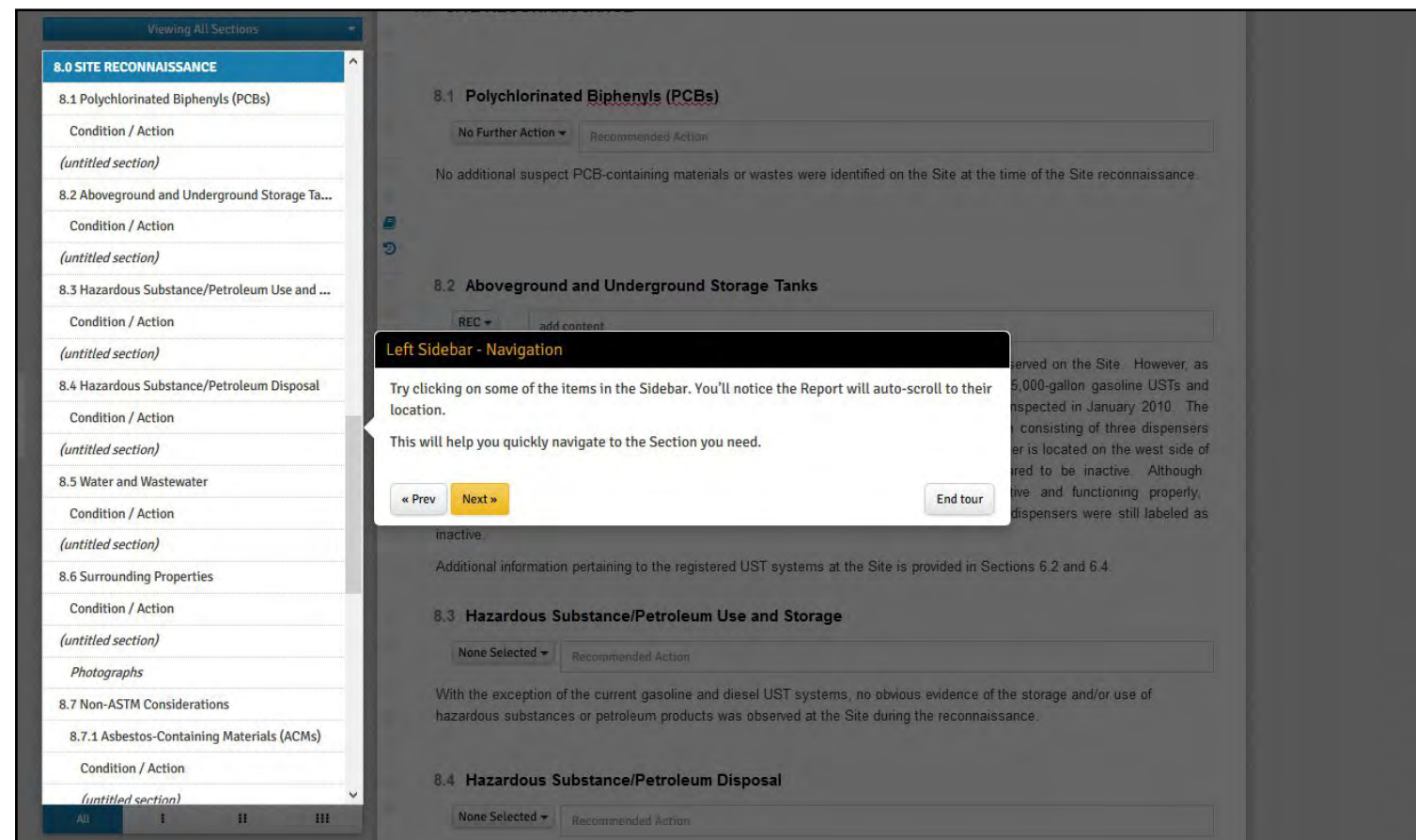
New users get an in-app tour of the Quire interface

From the beginning, Quire's strategy has been to provide an outstanding user experience, whether you are a report writer, a reviewer or the administrator of the report creation platform. Interviewees stated that new Quire users were able to be up and running after only an hour or after creating just one or two reports under direct supervision. This compared to other platforms' average of two hours or two to three reports to get a basic understanding (and another 20 - 40 hours to master their tricks and workarounds).

Quire users made the following statements about usability and quality:

"New users are up and running with Quire in minutes by simply pointing out the key features."

"Average quality report writers tremendously increased their report quality after starting to use Quire."
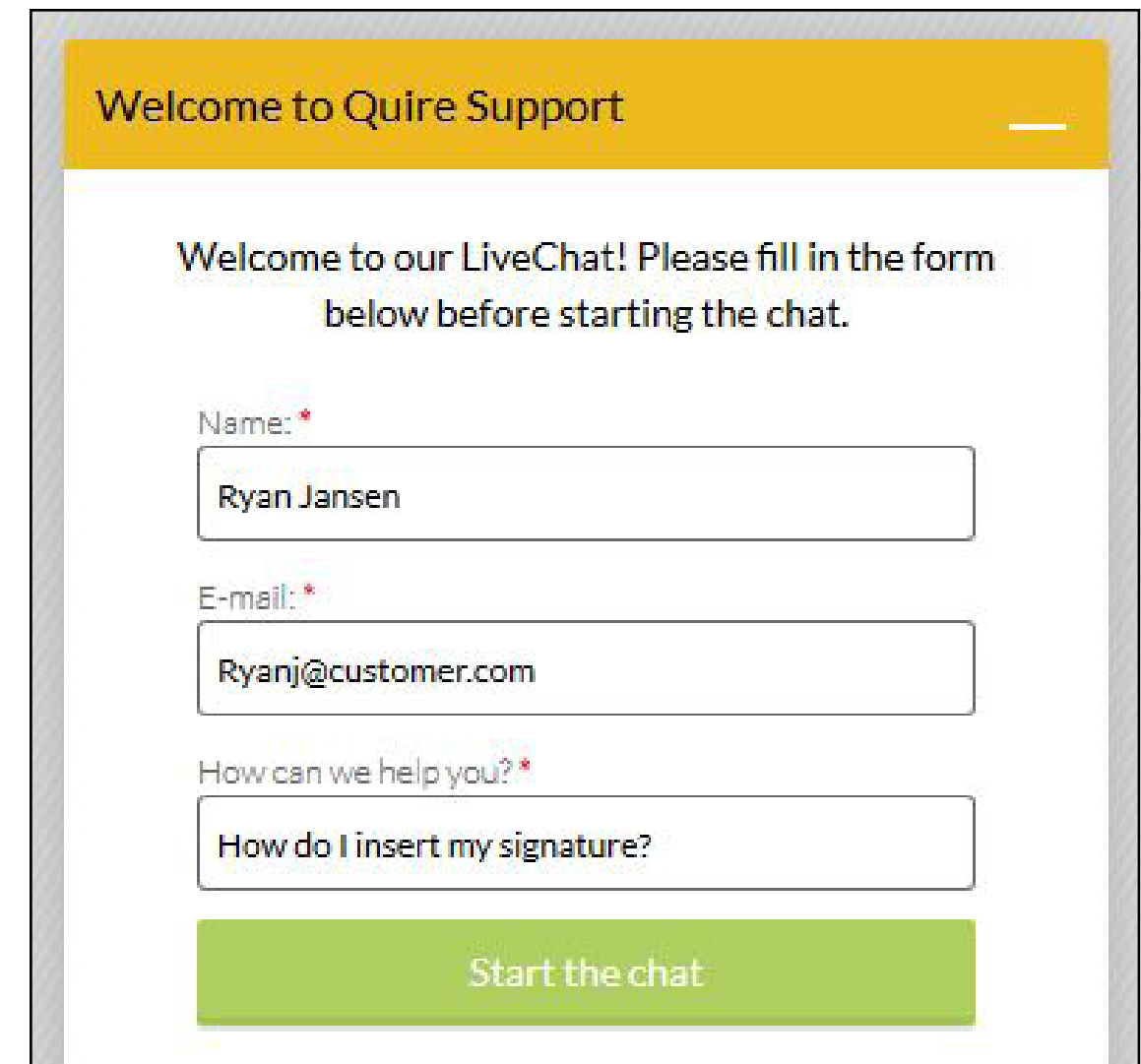
Maintenance and Support

Maintenance and support are important aspects of any technical platform, especially cloud-based platforms. User feedback on Quire maintenance was very positive. Prior to using Quire, the interviewees reported, their organizations expended considerable effort and cost maintaining their chosen platform. They also reported that the nature and progress of fixes was unclear. With Quire, customers are fully aware of the status of bug fixes and the implementation of new features. "We feel that transparency and an open communication are key to long-lasting and successful customer relationships," said Ms. Stratton.

Regarding Quire support, the customer feedback was also strongly positive and included the following comments:

Welcome to Quire Support

Welcome to our LiveChat! Please fill in the form below before starting the chat.

Name: *

Ryan Jansen

E-mail: *

Ryanj@customer.com

How can we help you? *

How do I insert my signature?

Start the chat

Users can get help instantly using the built-in chat support

"Quire support has been exemplary and extremely responsive. Most issues we've encountered so far have been quickly resolved - usually just in the time it takes to open a chat window and explain the problem."

"Excellent, you will get a reply in less than 15 minutes by email on a Saturday!"

"A-plus! The chat is perfect. Quire is very responsive and they even have great email support after hours!"

Conclusion

Quire's focus on providing a user-friendly interface and excellent customer service at an affordable cost is paying off for its customers.

The reported gains in productivity and efficiency average 25 - 30%.

Interviewee feedback also clearly describes a **positive user experience**, a **shorter learning curve for new users**, and **excellent customer support**.
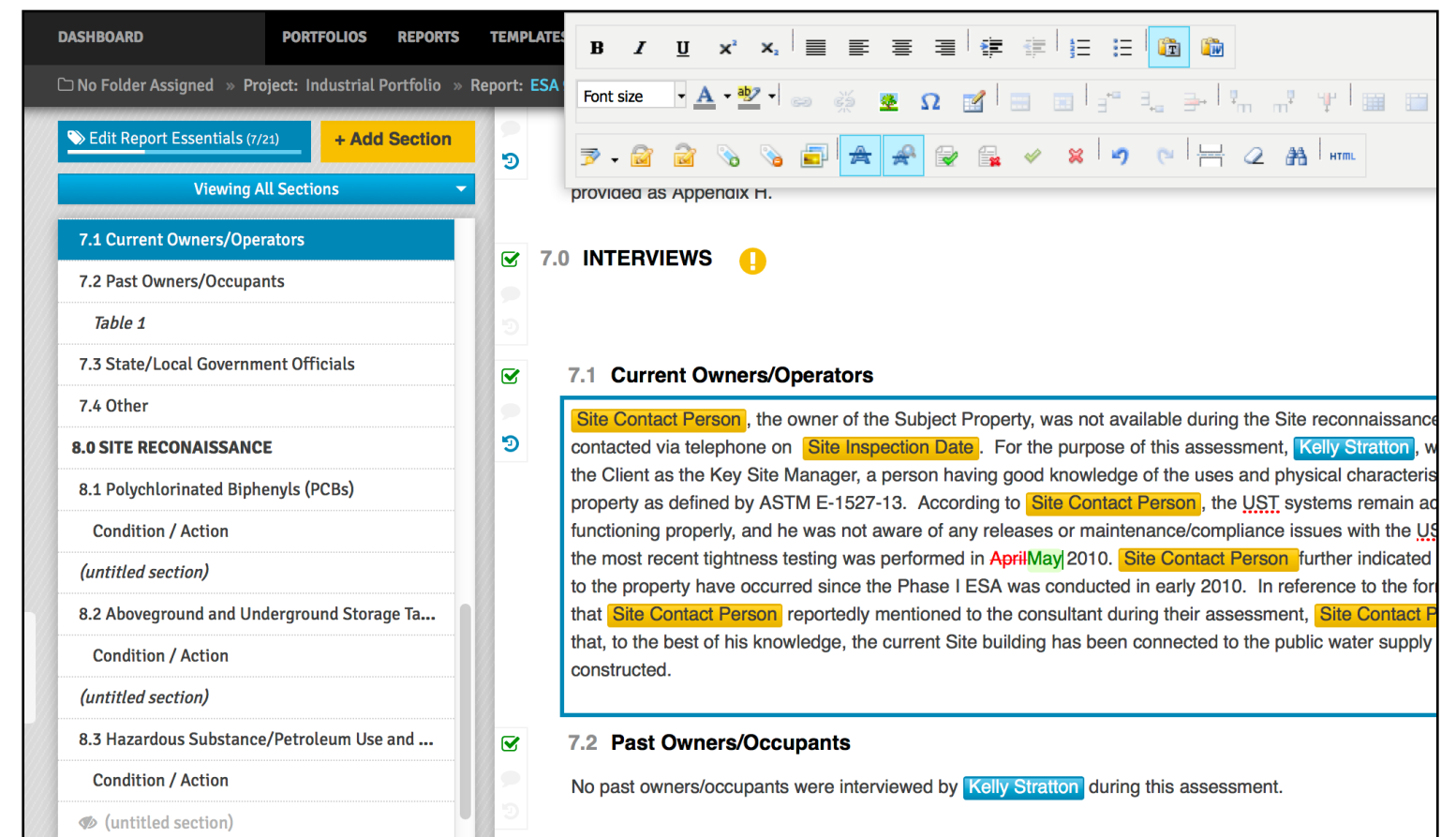
The Quire report editing experience

To learn more about Quire, visit
www.openquire.com
or call us at **267-935-9777**.