

 Opine  tailscale

# How Tailscale Saves 100+ Hours per Week by Centralizing Deal Context With Opine

This leading secure connectivity platform unlocked 360-degree deal visibility, boosted technical win rates, and reclaimed countless hours of lost time with Opine.

*"Opine is the first tool that I've seen in my twenty years of sales that truly honors the SE craft. Now, I can do everything from deal management to capacity planning in Opine. It's a dream."*

- Clive Quinton

Manager of Solutions Engineering at **Tailscale**

Curated by the Opine & Tailscale teams

# Tailscale

Industry Software • Pain point Maintaining Deal Health Across Scattered SE Workflows

100+  
hours saved per week

1 day  
to full integration

88%  
technical win rate with Opine

## About the Company

Tailscale is a leading secure connectivity platform that builds secure, encrypted mesh networks across any infrastructure—cloud, on-prem, or hybrid—based on zero-trust principles to enable simple, identity-based access. Since its founding in 2019, Tailscale has served over 30K businesses worldwide, including Instacart, Duolingo, Perplexity, and NVIDIA.



## THE PROBLEM

# Maintaining Deal Health Across Scattered SE Workflows

SE work is often a relentless scramble to capture and act on fragmented opportunity context. [Clive Quinton](#), who's climbed the SE ranks at category leaders like Slack and Snyk, spent two decades trying to refine this process with the limited tooling that was available. But when he joined Tailscale as Manager of Solutions Engineering, he had the opportunity to implement a next-gen presales software that could finally fix this problem.

During Clive's early days at Tailscale, SEs were still racing to gather deal context across a jumble of tools, including Gong, Slack, and their CRM. With most of them running point on dozens of deals at different stages, crucial requests and blockers often lived only in their memories—and were easily forgotten. As the company expanded into new AI offerings, such as [Aperture](#) by Tailscale, this challenge became even more daunting.

These knowledge gaps ultimately made it harder for the presales team to confidently show up for their customers. Meeting prep, for instance, was always a last-minute, cross-tool crunch. "SEs were always frantically hunting through Gong transcripts to dig up pain points before meetings," Clive explains. "This added stress right in the moments when they should've been getting in the zone to sell."

Clive could see that this scattered deal context affected more than just presales; it limited his and other leaders' visibility into deal health. While SEs did their best to keep their CRM current, their own difficulties consolidating it all made admin especially hard. As a result, the updates leaders saw were rarely complete, leaving open questions about which deals were vulnerable, why, and what revenue was at risk. Even calculating technical win rates took endless slicing and dicing in the CRM, with no guarantee of accuracy.

To eliminate the deal bottlenecks and uncertain revenue forecasts these manual workflows had created, Clive started testing several leading presales platforms. [Opine](#) was the only one of these solutions to offer AI-powered deal intelligence, extensive reporting, and a proven track record of increasing technical wins. Clive didn't hesitate to jump in.

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*Context switching is one of the biggest challenges for SEs ever. Opine's ability to rapidly organize disparate deal context neatly solves that problem.*



THE SOLUTION

# An AI-Native Workspace for End-to-End Deal Orchestration

*Opine lived up to Clive's expectations, becoming Tailscale's deal intelligence platform for tracking, monitoring, and managing pipeline.*



## THE SOLUTION

# An AI-Native Workspace for End-to-End Deal Orchestration

During a high-touch implementation, Opine completed rich integrations with Tailscale's major data sources, including their CRM, Gong, Slack, Google Calendar, and Google Drive. In just a few hours, Clive and all the SEs on his team were live with Opine and analyzing deal data.

Today, SEs don't have to spread themselves across multiple tools to track deal health; they can see how every technical evaluation is moving in Opine. The platform pulls together essential context—CRM fields, Slack threads, tickets, call transcripts, notes—into real-time overviews. Even better, if an SE ever wants to drill down on a customer ask or deal-critical nuance, they can always query Opine's AI assistant for a more targeted answer.

This real-time visibility has also made pre-meeting scrambles a thing of the past. SEs just have to do a 30-second review of Opine's pre-meeting checklist, which tells them exactly what to cover, and they enter the call confident and ready to sell. The benefits aren't even limited to SEs: Opine's recaps also empower Clive and other leaders to effortlessly wow in meetings.



In fact, Clive says leaders are largely living in Opine now, too. Although the platform's bi-directional CRM sync and AI-assisted field inputs help the presales team maintain existing systems of record, leaders now use Opine to unlock never-before-seen pipeline analytics. For instance, Opine shows which opportunities match the patterns of past closed-won deals and which show stacked risk signals, so leaders can cleanly separate on-track from at-risk pipeline. Opine also instantly surfaces Tailscale's technical win rate without requiring any manual analysis.

Now, leaders take these numbers directly to forecast meetings, where they make confident decisions that protect revenue.



Between Opine's centralized deal visibility and capacity planning, Tailscale sidesteps many of the traditional bottlenecks that defined so much of Clive's early SE career.

"Opine's UI is so slick that onboarding was practically nonexistent. From the moment they logged in, SEs were declaring it revolutionary."



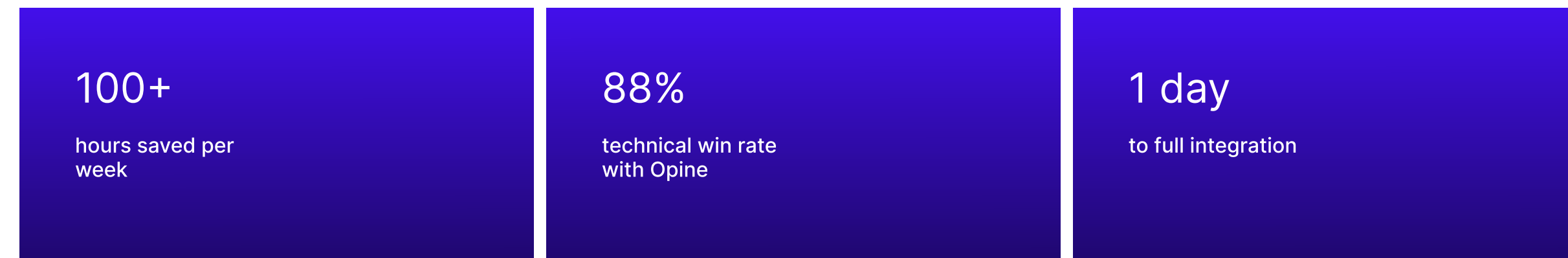
## THE RESULTS

# Centralized Deal Intelligence and a Smoother Path to Technical Success

With Opine, Tailscale turned scattered revenue context and manual, multi-tool chaos into unified deal intelligence. Today, SEs don't constantly switch context, leaders have full deal visibility, and everyone operates with the speed and confidence needed to convert a steady stream of high-value prospects.

SE work will always be demanding and high-stakes, but Clive's glad to have found a long-term partner to help solve this systemic problem.

And the results speak for themselves:



“I've proven Opine's value to all our SEs, who now rely on it to do better work with less effort. They've been loving it so much that there would be a revolt if I took it away.”

**Clive Quinton**

Manager of Solutions Engineering at Tailscale

