



A SmartSimple Amplify user

Grand Rapids Community Foundation was searching for a seamless and flexible solution

Synopsis

Grand Rapids Community Foundation had long developed and maintained its own grants management system. Although this provided the foundation with a high level of control, the foundation ultimately decided to get out of the business of developing grants management systems. Grand Rapids Community Foundation therefore had to find a replacement system that was less cumbersome for the end user and removed known barriers from the perspective of the grantee.

Key Stats

Client Name: Grand Rapids Community Foundation

SmartSimple Client Since: 2014

Type of Giving: Grants, program-related investments, and scholarships

Dollars Granted: \$172 million through 22,000 grants since 1922

Old System: YourCause (Good Done Great)

Key Pain Points: Previous system was difficult to use and inflexible to changing organizational needs, with changes being cumbersome to apply.

New System Must-Haves: Increased flexibility, improved ease of use, and user experience for staff and grantees, along with access to reliable and responsive support.



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SmartSimple's implementation team has been outstanding in delivering on promises and in looking for ways to make the system better.”

Ann Puckett
IT Manager
Grand Rapids Community Foundation

About Grand Rapids Community Foundation

Grand Rapids Community Foundation supports the community of Grand Rapids, Michigan through the creation and management of a permanent endowment. Support is provided through philanthropic giving in the form of grants, initiatives, program-related investments, and scholarships. Since their inception in 1922, Grand Rapids Community Foundation has provided funding of over \$172 million through 22,000 grants.

Selecting SmartSimple

Having developed and maintained their own system for many years, Grand Rapids Community Foundation staff knew exactly what they wanted out of a grants management system and, as such, insisted on a system that is flexible and easily personalized in terms of functionality and user experience.

In addition to seamless technology, they were also looking for a vendor who could be a trusted partner; a vendor that could deliver on its promises, that had a strong reputation for customer service and that operated with a sense of integrity.



SmartSimple “is one of our better experiences working with a vendor.”



Grand Rapids Community Foundation is hosted on Amazon Web Services

Working with SmartSimple

Months after selecting SmartSimple Ann Puckett stated that, after six migrations over the course of three years, the relationship with SmartSimple “is one of our better experiences working with a vendor. The implementation team has been outstanding in delivering on promises and in looking for ways to make the system better.”

Would Grand Rapids Community Foundation recommend SmartSimple? They already have! Ann found that SmartSimple’s implementation and customer support process has been consistent, professional, and very client-focused throughout.



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About SmartSimple

SmartSimple is a global leader in cloud-based automation software, offering unique process solutions used by over 300 clients in nearly 200 countries. Some of the largest companies in the Fortune 100, as well as global foundations and government agencies, choose SmartSimple to enrich their impact story and create greater efficiencies in their granting processes.

About SmartSimple Amplify

SmartSimple Amplify is a robust, end-to-end grants management solution that makes it easy for foundations to track, manage and report across multiple grants programs, giving true insight into the impact of your funding efforts. In a single online solution, Amplify gives you complete control and visibility over the entire granting process. From the initial call for proposals to reporting on final outcomes, Amplify helps foundations stay on top of everything from correspondence with applicants, to monitoring budgets and reporting, eliminating hours of paper shuffling and administration. No two foundations are alike. That's why the technology behind Amplify comes with the flexibility to fit your unique needs and deliver innovative solutions that transform how you manage your granting programs.

Our commitment to making processes work better and freeing our clients to do more good goes beyond the technologies we create – **it's at the very heart of our business.**

Michael Reid
Co-Founder, Chief Operating Officer
SmartSimple



Discover more.

Contact us to request a demo that's tailored to your granting needs.



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SmartSimple interacts with over 115,000 unique users a month from over 300 organizations in nearly 200 countries.

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