



## Grand Rapids Community Foundation



**How the Grand Rapids Community Foundation created a versatile grants management platform that improved their customer service and user experience.**



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

**Ann Puckett**  
Director of IT

### At a glance

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. Therefore, Grand Rapids Community Foundation had to find a replacement system that was less cumbersome for the end user and removed existing barriers from the grantee's perspective.



Grand Rapids Community Foundation is a SmartSimple Cloud user.

**SmartSimple client since:** 2014

**Type of giving:** Grants, program-related investments, scholarships

**Dollars granted:** \$248 million through 22,000 grants

**SmartSimple Cloud product:** SmartSimple Cloud for Grants Management

**Request a demo and learn more about SmartSimple Cloud for Grants Management at [smartsimple.com](https://www.smartsimple.com)**

### About Grand Rapids

Grand Rapids Community Foundation supports the community of Grand Rapids, Michigan, by creating and managing a permanent endowment. Support is provided through philanthropic giving through grants, initiatives, program-related investments, and scholarships. Since its inception in 1922, Grand Rapids Community Foundation has provided funding of over \$248 million through 22,000 grants.

### Selecting SmartSimple Cloud

Having developed and maintained their system for many years, Grand Rapids Community Foundation staff knew exactly what they wanted from a grants management system and, as such, insisted on a flexible and easily personalized system 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, had a strong reputation for customer service, and operated with a sense of integrity.

### 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 client-focused.

*The information in this client case study is accurate as of January 2023, the date of its release.*