Client Case Study

Courtesy of:
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About ACF

Established in 1995, The Alaska Community Foundation is a statewide platform for philanthropy that connects people who care with causes that matter by encouraging and nurturing philanthropy through building and managing permanent endowments, convening stakeholders and working with partners to strengthen Alaskan communities, and providing donors with flexible giving options that are strategic to their philanthropic objectives.

Mission: To transform gifts from Alaskans into extraordinary contributions for our state's future.

Giving: ACF grants $3-4 million annually through our 370+ funds. We are a community foundation, which means that we work together with thousands of donors to fund all types of charitable projects/programs across Alaska.

Advantages of GLM

- All grant-related information in one system
- Better team efficiency
- User-friendly
- Intuitive
- Consistent software improvements
- Responsive support staff
- Easy access to data

Previous Grant Process

Paper. It was challenging to keep track of and it eats away at staff time when we go back to find detailed information on past grants.

Benefits of Foundant GLM

The benefit of having everything related to our competitive grantmaking all available in one system. We can access past grant reports, create applications, send out emails, set-up automatic emails, and upload media. It's allowed our team to work more efficiently because any administrator can access all grantmaking documents for each competitive program easily, even from home.

Favorite GLM Feature

The user-friendly nature of the software. I have worked with other grantmaking software and Foundant is, by far, the most intuitive. We have grant applicants with varying levels of computer expertise and it's so easy to help them navigate through Foundant. Once people are logged in, they really appreciate the ease of use.

What would you tell other grantmakers?

Of all the other grantmaking software I have experience with, Foundant GLM is the most intuitive, most robust, and consistently improving software I have used.

What's it like to be a Foundant client?

The Foundant team is different. I feel like I am part of the team, not really a "client." Foundant team members are helpful, knowledgeable, and timely with my requests. Foundant's CEO asked me last year at the Summit what suggestions I had to make the software better. The Development Team is always looking at new and innovative ways to improve GLM. They are all responsive and help support ACF with all of our competitive grantmaking and scholarships.

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Have you been to any Foundant events?

Yes, I've attended training webinars, Discussions with Dev webinars, Catching up with Releases webinars, and the Summit National User Conference in Tempe, AZ in 2015.

The Foundant Summit was truly inspiring and connected me with other Foundant team members that I hadn't already had the privilege to meet. Team members really connected with clients and genuinely cared to hear their thoughts about ways to make GLM even better.

Which support tools have you used?

I've used the online Knowledge Base, Learning Lab, and Idea Lab; and I've also used both phone and email support.

My experience was very positive. Trainings are easy to understand and there is always time set aside for questions at the end. Support staff are always responsive and help us immediately and with kindness.

In closing...

Foundant GLM has allowed us to streamline our competitive grantmaking processes and has freed up staff to build relationships with grant applicants and grantees. We found resistance when we first introduced the software to our applicants and our evaluators. It was mostly around learning a new software that really got to people, but once they navigated through Foundant, we have heard SO many compliments from folks. Our evaluators love that they have access to data, but do not have to store that data themselves. And our applicants appreciate that there are no mailing costs and they receive clear confirmation that their applications are received.