



Versaic Grants vs Other Packaged Solutions

*Q&A with Andy Cummings,
Director of Client Solutions, Versaic*



Andy Cummings works with clients from initial demo through implementation and is responsible for ensuring that Versaic delivers solutions that meet clients' precise needs. Andy has talked with scores of users of other packaged solutions, many of who are now Versaic clients. Below he shares his answers to some of the common questions and concerns he hears from users of those systems.

One of my biggest frustrations with my current system is the inability to easily make changes without incurring more costs or requiring IT time. How is Versaic different?

ANDY: *Versaic has a fundamentally different model from most other systems. Other packaged solutions have more of a do-it-yourself (or have IT do it) model. With Versaic, clients have a dedicated client success manager who ensures their system is up to date and reflects any and all changes and updates that need to be made. There is no additional charge for routine changes and you definitely don't need your IT team involved in either the set up or ongoing management of the system.*

It took a long time to implement our system and the process of trying to get things right was pretty painful. I'm fed up with my current vendor and want to make a change but I'm concerned I would be facing the same thing if I switched to Versaic.

ANDY: *We have many clients who have switched over from other vendors and the process has been totally painless for them. Our system is typically implemented from start to finish within about a month. That's no different if you're switching over from another vendor (in fact in most cases it is much quicker!) We ensure everything is transferred over so you don't have to worry about critical data being lost.*

With my current system, I ended up having a bunch of features and processes I don't need that get in the way of working efficiently. How does it work with Versaic?

ANDY: *We have a very flexible platform that can be easily configured to include exactly the features you need to support your processes. Every client is different in terms of structure, workflows, and procedures for routing and approving requests, so the systems is configured – at no extra charge – to meet those precise needs.*



What if I want to make a change to my system – add a new person, change a questionnaire, include a new program? With my current vendor, these changes all cost extra.

ANDY: None of these routine changes cost extra with Versaic. You just pick up the phone and call your Client Success Manager and the change will be made, typically within a day. We take a very consultative role to each relationship, bringing a long history of best practices to the table for each situation. We ensure each change made works exactly the way you need it to work.

When I have a problem and contact my vendor's service team, it's incredibly difficult to get someone on the phone who can help. What does Versaic offer in terms of customer service?

ANDY: Versaic is known for client service. Along with our flexible platform, it's the thing that really sets us apart from competitors. Versaic's Client Success Managers work side by side with clients to ensure their systems include everything they need to manage their programs seamlessly. We offer unlimited and ongoing training, support and configuration changes. Period.

I'm frequently away from my desk, working at home, traveling or checking things on my mobile phone. With the system I use, the software is installed on my desktop computer and I have to connect through a VPN so I can't use it when I'm away from the office. How does Versaic work?

ANDY: Versaic is a cloud-based solution, which means you can access the system from any device, any time. Our clients need to be productive no matter where they happen to be working and Versaic meets that requirement. This also means if you have a regional team or just simply different users on different computers in different locations, all can access a centralized solution with the level of access and permissions they need. You can feel confident that we provide all the security you'd expect to find from a provider like Versaic.

I'm not very technical and I can't get help from my IT team. What kind of handholding and support do you provide? My current vendor only provided a few hours of support when we made the initial purchase and then I was on my own – or had to spend more money to get the help I needed.

ANDY: Versaic provides extensive training at the onset to ensure that clients really understand the system and are able to manage their programs effectively. On an ongoing basis, we're ready to help clients work with the Versaic system, learn any new features that might be added or train new users who join the team. In addition to a dedicated resource and no cap on support/training, we have an in-depth knowledge center for all clients to use where tutorials, screenshots, videos and full feature overviews can be accessed any time.



My senior management is asking me to track the impact of our grants and provide detailed reports. I'm not even sure I can do this with my current system and I expect it would be expensive to add reports for each grant we make. How does Versaic handle reporting?

ANDY: *This is an area where Versaic really shines. We pioneered the concept of Impact Reporting and deliver a solution that is accessible, transparent and seamless. With our system, you can automatically collect quantitative and qualitative data and generate any type of report you need, at any time. No more need to stress about that last-minute request from the CEO!*

My grantees are totally frustrated with our system. They have trouble getting proposals submitted, there's no support from the vendor and they can't access any information about their proposal once it's submitted. How does Versaic support prospective and current grantees?

ANDY: *Our clients use the Versaic system to build engagement with their grantees and community partners. We provide a fully branded portal that clearly outlines a client's criteria and makes the process transparent for prospective grantees. At any time in the process, a prospective grantee can access information about their proposal, which cuts down on the number of follow up calls about status. If submitters need help navigating the system, our support team fields questions and provides support. Through our Impact Reporting, we also help grantees do a better job of understanding and communicating the impact they are creating with the grants they receive.*

In addition to grant making, we have various other programs including product donations and sponsorship. We didn't find a good fit for programs and processes outside of grants with our current vendor. Can Versaic help us streamline these as well?

ANDY: *Many Versaic clients use their system for grants, donations, events, sponsorships and more. Each program can have their own unique processes yet work side by side for greater transparency and reporting across all programs.*