akoyaGO

Frequently Asked Questions

COMPANY BACKGROUND

Q. **How long has your company been in business?**

A. akoyaGO has been serving the world of philanthropy for more than 40 years. Our mission remains the same...to support foundations and power philanthropy, making it better along the way.

Q. **How long has your current software solution been in the market?**

A. akoyaGO, our go-forward solution, has been on the market for nearly 10 years.

Q. **What is the major benefit of choosing your company rather than a competitor?**

A. We offer industry knowledge matched with software expertise to help your foundation optimize its efficiencies. Our software ensures your team can utilize an all-inclusive solution for outreach, engagement, grants management, donor management, fund management, and accounting. Additionally, our mobile-friendly and secure platform provides access anywhere, anytime.

Q. **Are there any anticipated mergers or acquisitions pending?**

A. We currently have no plans for a merger or acquisition.

INTEGRATION OF SOLUTION

Q. **Does your solution provide the necessary functionality to support the work of a foundation (i.e., communication and relationship, grant and application, financial, and donor management)?**

A. akoyaGO offers a fully integrated solution, offering everything from relationship management to fund accounting.

EASE OF ADMINISTRATION

> **Q.** **How customizable is the solution?**
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> **A.** Our solution is extremely configurable. We have the ability to customize down to field level, as well as offer automation and data visualization. All this work is done in-house by our product and technical team members.

> **Q.** **Does the solution require vendor assistance to make changes? Can clients make changes?**
>
> **A.** Both members of the akoyaGO team as well as the client team members can make changes to the system.

> **Q.** **Does your solution have development tools so a non-programmer may develop a new business process in the system (e.g., new fields, files, data pipelines, workflows, automation, etc.)?**
>
> **A.** Absolutely. The system is designed to be set up to operate as autonomously as the client desires once they are trained by the akoyaGO team.

> **Q.** **Can you create your own custom reports?**
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> **A.** Yes. Custom reporting is another one of the many features and benefits of our solution. All report creation utilizes the Microsoft Dynamics 365 platform.

CUSTOMER SERVICE

> **Q.** **How do you offer access to customer support?**
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> **A.** akoyaGO offers GOsupport, a portal where clients can create and track cases, increase knowledge through updated guides, as well as interact with other clients through forums. Our client support team is available Monday through Friday from 7:30 am to 5:00 pm central time.

> **Q.** **What is your Service Level Agreement for your product?**
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> **A.** Following is a link to our Service Level Agreement. akoyaGO Service Level Agreement.

> **Q.** **Do you have a dedicated support team?**
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> **A.** We have a dedicated account management team to better serve our clients. Working together with our support team, account management ensures each client's needs are anticipated, addressed, and resolved.

CUSTOMER SERVICE (continued)

Q. Do you have a knowledge base available to customers?

A. GOsupport, our client support portal, provides access to videos, whitepapers, release notes, and solution content.

Q. What training do you offer for onboarding? Continued learning and in what format(s)?

A. We offer in-person and/or remote training during the implementation process. Additionally, we offer ongoing webinars as well as host EMPOWERED, our annual user conference. GOlearn also houses a growing collection of online learning courses.

Q. Do you have a customer community to connect with other users and your staff?

A. Our client community is strong and growing momentum. In addition to our annual EMPOWERED conference, we host quarterly user groups for clients as well as sponsor several regional and national industry events.

PRODUCT FEEDBACK/UPDATES

Q. How do customers give feedback and how does that feed into future product development?

A. Client feedback is received through the account management team. This feedback is prioritized by our product and development team and most often, incorporated into our regularly scheduled system updates.

Q. How often do you provide updates and/or releases to your software?

A. Product updates occur monthly. They are well documented with release notes in GOsupport, our client support portal. When appropriate, webinars are scheduled to demonstrate the updates and answer questions and/or concerns.

Q. Do you have a current roadmap?

A. We currently have an internal product roadmap with plans to develop a customer-facing version in the future.

SECURITY/BACKUPS/HOSTING

Q. **Does your solution have multi-factor authentication?**

A. Yes. akoyaGO lives in Microsoft 365 and therefore, offers multi-factor authentication when logging in. Additionally, product and field access can be restricted by users or groups of users.

Q. **How often do you back up the solution? Can you get a copy of backups and how?**

A. We provide full-data redundancy. Backup information is available via Microsoft Dynamics.

Q. **Do you have multiple locations?**

A. Yes. We are hosted in Azure with data centers located in various locations across the globe.

Q. **What response and support do you offer customers in the event your platform is breached by an external factor and customer data accessed?**

A. Following is a link to the Microsoft Dynamics 365 Breach Notification: [Microsoft Dynamics 365 & Azure Breach Notification](#).

IMPLEMENTATION

Q. **Do you provide implementation services?**

A. Yes. We have team dedicated to the implementation process. Each new client is assigned a project manager who shepherds the entire process, including data conversion. Most installations take three months, from start to finish.

COST

Q. **What is the annual cost for the solution?**

A. Our all-inclusive pricing is based on complexity, users, and size of scope.