



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 over 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 configurable is the solution?**

A. akoyaGO is built on Microsoft Dynamics 365, giving you a highly configurable platform that can be tailored to reflect your foundation's processes, terminology, and workflows. While the foundation-specific features, fields, and workflows come ready to use "out of the box," the system's underlying Microsoft Dynamics framework allows for adjustments to meet your unique needs without losing the stability, reliability, and best practices baked into our standard configuration.

➤ **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?**

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 Client Support?**

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 Support Team is available Monday through Friday from 8:00 AM to 5:00 PM (CT).

Our commitment to client success is reflected in our 2025 ratings, with 93% of support feedback this year having been 3/3 stars.

➤ **Q. Do you have dedicated Account Management and Support Teams?**

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, Support webinars and User Groups recordings, and other 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. GOsupport 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 with momentum. In addition to our annual EMPOWERED conference, we host bi-monthly User Groups for clients as well as offer a forum for clients to connect with their peers, share best practices, and troubleshoot. In addition, akoyaGO partners with many regional and national industry associations, often sponsoring and attending their annual 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 Product Suggestions section of GOsupport. 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 Product Roadmap?**
A. We maintain an internal product roadmap and plan to develop a customer-facing version in the future. Each year at our EMPOWERED user conference, we provide an overview of recent enhancements and share what's on the horizon.

SECURITY/BACKUPS/HOSTING

- **Q. Does your solution have multi-factor authentication?** Yes. akoyaGO lives in Microsoft 365
A. 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 if your platform is breached by an external factor and customer data is 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 a dedicated Project Management team for 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 the size of scope.