Toronto Arts Council

About The Toronto Arts Council

Since 1974, the Toronto Arts Council (TAC) has been the city of Toronto's funding body for artists and arts organizations. From emerging to well established artists and arts organizations, TAC supports art in every region of the city. Through its funding, TAC cultivates a rich engagement between artists and audiences, and proudly reflects Toronto's vibrancy through the diversity of artists, arts communities and audiences it serves.

The Challenge

Since its inception, TAC had been processing grants manually, using a very old version of Filemaker to track data. "There was too much paper and we had limited resources for all the data entry and administrative work. It became clear we needed a new solution," says Susan Wright, Director of Operations.

Selecting SmartSimple

TAC brought in a consultant to help them find a solution. "After reviewing all the options and seeing the demonstration provided by the SmartSimple team, it was very clear they were the solution for us," adds Beth Reynolds, Director of Grants. "The other systems we reviewed didn't provide the level of personalization we needed to structure a solution that would reflect how we work, and they weren't able to modify their software platforms to suit our needs. SmartSimple had the capacity and flexibility to do exactly what we needed."

Working with SmartSimple

Beth and Susan both appreciated the regular touch points with their implementation team, and found them not just highly skilled, but appreciated how they took a personal interest in the project. "Everyone was great," continues Susan, "They knew the right questions to ask; they knew what they needed from us to execute the work. We were impressed with how smoothly the entire process went. And we rarely heard 'we can do that, but it will cost more' when we asked about adding SmartSimple features and functions."

"I love that we can manage the system without needing a dedicated IT support person on site," shares Beth. "We were actively encouraged to explore and learn the system. I was so happy to find we could do everything ourselves. And, since we have limited resources, not having so much time taken up with data entry is allowing us to provide additional support in other areas."

Their community has also provided positive feedback. One grant applicant even emailed Beth and said, "Your new online application is fantastic. It's intuitive, easy to follow and saves paper. Thanks for making things easier!" Grants adjudicators also found using SmartSimple saved time during the review process. "Because everything from the applicant is available to review online before the assessment meetings, we managed to cut some adjudication processes down from four days to two days," adds Beth.

"We would happily recommend SmartSimple to anyone looking for a grants management system," concludes Susan.

About SmartSimple

SmartSimple isn't just software. It's a cloud-based solution that streamlines the administration of your entire grants management process. Completely personalizable, endlessly configurable, and at a price that reflects only what you actually use, SmartSimple puts the control of your system in your hands.