



# | Personal Service and Support

Grace Hill's proven processes and dedicated team are the secret to decades of satisfied (and successful!) clients

When choosing new technology, it's important to not just evaluate the different products and features but also understand the level of support you can expect after the sale. Grace Hill has three decades of industry experience working with multifamily and commercial real estate clients across the world, so we understand your specific needs.



**Trusted  
Implementation  
Process**



**Personalized  
Support**



**Dedicated  
Account  
Management**



**Industry  
Expertise**

# More Than a Software Provider

With Grace Hill, you'll have a dedicated partner to improve performance, increase stakeholder satisfaction, and reduce risk across your organization.

## Implementation Doesn't Have To Be Overwhelming

When you choose Grace Hill, you can rest easy that your software implementation will be smooth and successful. Our experts manage more than 600 software implementations each year — and with 1,700 clients, we've seen it all! Our proven and professional implementation process allows you to immediately see the benefit of your investment. Plus, our software is easy to learn, so new employees can get up to speed quickly.



## Our Support Experts Have You Covered

Grace Hill's U.S.-based specialists have industry expertise and are ready to support your ongoing success. Whether you have a quick question, need help with a specific feature, or have an urgent concern, our team is just a call or click away. You can also access our Customer Resource Center (CRC) anytime for helpful guides, videos, and other support documentation.

## Industry-Specific Account Management

Grace Hill has specialized account management teams that proactively work with clients to get the most value from their policy, training, and assessment software. From client business reviews, onsite visits, and product recommendations, our account management team will take your Grace Hill software to the next level.



**Want to see the Grace Hill difference? Contact our industry experts today!**