



Grammarly's Enterprise AI Evaluation Snapshot

Introduction

Every AI solution in your stack must meet enterprise-grade standards. That means rigorous evaluation across data security, privacy, governance, and responsible AI practices—not just surface-level functionality.

This snapshot provides Grammarly’s answers to the 30 key questions IT leaders need to ask when assessing any AI vendor. From encryption and compliance to model transparency and integration readiness, these responses are designed to support your team’s decision-making process with clear, enterprise-relevant information.

You’ll find clear, enterprise-specifics details across the areas that matter most:



Core capabilities



Responsible AI



User experience



Customer support



Technical deployment



Measurement and ROI



Security, privacy, and compliance



Future-proofing

Grammarly is committed to helping IT leaders scale AI responsibly—delivering value to teams while meeting the standards you’re accountable for.





Core capabilities

01 What enterprise use cases does your AI solution support across teams and roles?

Grammarly is purpose-built for enterprise communication and productivity. Our AI supports every team across marketing, sales, customer support, IT, HR, and more. Use cases include improving writing quality, speeding up content creation, reducing editing cycles, ensuring brand consistency, and enhancing productivity. Customers report saving 19+ days per employee per year in productivity.

02 Can the system be customized to align with your organization's specific requirements, guidelines, and internal knowledge base?

Yes, Grammarly contextualizes suggestions, keeping the task, channel, and audience in mind. We support organization-level customization through brand tone profiles and style guides, allowing relevant, on-brand guidance and knowledge sharing across teams.

03 How customizable is the product's behavior, prompts, tone, or suggestions across departments?

Admins can customize features by team, department, or role using domain or app blocklists, granular permissions, and brand style guides. Grammarly also supports tailored admin roles for deployment control.

04 Can this solution serve as a unified interface or platform across multiple AI models or agents?

Grammarly uses an ensemble AI model that selects the most effective model for each communication stage. It combines proprietary models with third-party large language models (like GPT-4), all delivered through a single, seamless interface.



User experience

05 How easy is it for nontechnical employees to start using the tool on day one?

Very easy. Grammarly requires no training and integrates directly into 500,000+ apps and websites. The user interface is intuitive and instantly familiar to employees across all roles as it works seamlessly with the tools they use every day. Once Grammarly is installed, it begins delivering suggestions automatically—no training or setting up required.

06 What kind of training, onboarding, or support is available?

We provide extensive self-serve resources, admin guides and setup videos during onboarding, and a curated [enterprise resource library](#). We also offer hands-on onboarding resources and dedicated success support for enterprise accounts.

07 Do you provide a demo or trial period for us to evaluate the solution?

Yes! [Take a five-minute self-guided tour](#) or [contact our Sales team](#) for a live, custom demo.



Technical development

08 What are the system requirements (hardware, software, browser compatibility) for deploying this solution across our organization?

Grammarly is cloud-based with minimal requirements. You will need an internet connection to use our product offerings. Supported browsers include Chrome, Edge, Safari, and Firefox. Windows 10+ or macOS 10.14+ is required for desktop apps. Grammarly also offers [free browser extensions](#) for Google Chrome, Safari, Firefox, and Microsoft Edge.

09 How easily can your solution be integrated with our existing tech stack?

Grammarly seamlessly integrates with identity providers and productivity tools, enabling immediate functionality across over 500,000 mobile, desktop, and browser apps. Grammarly makes it exceptionally easy for IT teams to provision admin and user controls, ensuring a straightforward deployment process. With [SAML single sign-on \(SSO\)](#) and [SCIM provisioning](#) support, scaling and managing user access becomes effortless, allowing organizations to enhance their productivity without the hassle.

10 What's the typical deployment timeline, and what support do you provide during rollout?

Deployment typically takes one day. Grammarly provides a [detailed implementation guide](#), onboarding resources, and dedicated success support for enterprise accounts.



Security, privacy, and compliance

11 What process is used to evaluate the risks associated with developing AI features?

Grammarly has a comprehensive AI risk assessment process for launching new AI products and features. This process evaluates potential issues related to privacy, security, fairness, and safety and the overall implications of these features, including their potential for abuse.

The Grammarly Responsible AI (RAI) team is hands-on with product development, extending beyond other responsible AI teams that may focus primarily on research or policy decisions. We have developed a sophisticated machine learning solution combined with human review to assess new features. The RAI team is involved in every feature that is shipped. Each feature receives a risk categorization according to criteria developed by our team, and launches are not approved unless the recommended mitigations are implemented.

For more information, [download Grammarly's Responsible AI white paper](#). You can visit [Grammarly's Trust Center](#) to learn about our user-first approach to privacy and security.

12 Is customer data ever used to train models (first or third party)?

Grammarly's **Product Improvement and Training Control** toggle is set to "off" by default for all Enterprise-tier accounts, Grammarly for Education accounts, and Grammarly Business or Pro accounts purchased through our Sales team. This means that Grammarly does not use the content from these organizations to train its models or improve its products for other users. Additionally, this setting cannot be changed for these types of accounts.

For more information, please read our [Help Center article](#).

13 How is customer data encrypted in transit and at rest?

Grammarly uses TLS 1.2 to encrypt data in transit and AES-256 server-side encryption for data at rest. We leverage AWS Key Management Services (KMS) for database encryption and key rotation, ensuring customer data is always protected using industry-leading standards.

14 Can customers bring their own encryption key (BYOK)?

Yes. Grammarly offers [BYOK support](#) through AWS KMS. This provides enterprise customers with full visibility and control over encryption keys and data access logs through services like AWS CloudTrail.

15 What are the data retention policies for data we provide or generate using your AI?

Grammarly retains personal data only as long as necessary to provide services or fulfill legal obligations. By default, content is processed temporarily to deliver AI-powered suggestions and then deleted or de-identified unless a user chooses to retain it. Enterprise content is not used for training, and all retention is governed by Grammarly's [Privacy Policy](#) and contractual terms.

16 What measures do you have in place to ensure data is kept confidential and secure, especially sensitive data?

Grammarly implements a layered security model. Data is encrypted both in transit and at rest. Sensitive fields like names, addresses, passwords, and payment information are never read or stored. Grammarly also applies strict access controls, data isolation by customer, third-party audits, and frequent vulnerability assessments to maintain a secure infrastructure. Customer data is always de-identified, and Grammarly never sells user data or shares it with third parties for advertising.

17 What security certifications and attestations does the product hold?

Grammarly maintains one of the broadest certification portfolios among enterprise AI solutions. We hold the following certifications: SOC 2 (Type 2); ISO 27001, 27002, 27017, 27018, 27701; ISO/IEC 42001:2023; HIPAA; GDPR; CCPA; and PCI DSS.

These attestations are regularly renewed and validated by third-party auditors to meet evolving compliance requirements across industries.



Responsible AI

18 How transparent and explainable are your models?

Grammarly uses an ensemble model approach that combines the strengths of multiple AI systems—proprietary models for grammar and tone and third-party models like GPT-4 and GPT-3.5 for composition and rewriting. We deploy the most effective model for each communication stage based on the prompt and context.

We provide transparency through features like suggestion explanations, tone detection, and user feedback tools. Users are always in control: They can review, accept, or ignore suggestions. Our goal is to empower people to communicate more effectively, not to automate blindly. This human-in-the-loop model promotes accountability and user trust.

19 What actions are you taking to assess and mitigate bias in your AI model to avoid potential harm, ensure fairness and equity, and promote responsible and ethical use?

We have implemented automated measures to evaluate quality, fairness, and safety in our AI products. We aim to resolve any high-severity issues we discover so that they do not appear to our users. Furthermore, we monitor user feedback and regularly conduct human evaluations so we can continually improve our approach.

At Grammarly, we build our models with safety and fairness as a priority, from how we sample and label data to how we train models, design prompts for large language models, and post-process AI output. We use a combination of technologies to filter AI suggestions to minimize potentially harmful content and ensure our products engage with user texts appropriately. Our proprietary machine learning content-filtering solution is specifically designed to prevent our models from interacting with user texts in contexts that could potentially cause harm.

As part of our commitment to responsible innovation, Grammarly is proud to be one of the first companies globally to achieve ISO/IEC 42001:2023 certification—the first international standard specifically focused on AI management systems. This certification reflects our leadership in building AI that is not only effective, but governed with transparency, safety, and accountability.

20 What measures are in place to prevent the generation of harmful or inappropriate content?

We apply a combination of input filtering, output moderation, and model-level safeguards to minimize the risk of generating harmful content, including hate speech, offensive language, or discriminatory phrasing. If inappropriate or low-quality suggestions appear, users can flag them directly in the product, and our teams review those reports to make continual improvements.

In addition, Grammarly's enterprise deployment includes guardrails and admin controls to manage where and how AI features are used, ensuring usage aligns with your organization's policies and expectations.



Customer support

21 Do you offer ongoing support, training, and access to experts to help us maximize the value of your technology?

Yes. Grammarly provides ongoing support for enterprise customers through a dedicated onboarding coach and customer success manager (CSM) and access to our Customer Support team. Your CSM helps drive adoption, surface insights, and align Grammarly with your organization's goals, while our Support team is available to resolve technical issues and answer product questions. We also provide monthly onboarding webinars, as well as resources and best practices to help new teams get up to speed quickly. View more in our [enterprise onboarding center](#).

22 Do you provide documentation and resources for troubleshooting and best practices?

Yes. Grammarly's robust [Help Center](#) offers searchable documentation, how-to articles, and troubleshooting guides. Topics include setting up, feature usage, integrations, billing, and account management. For enterprise customers, we also provide an [enterprise resource library](#) and tutorials to support onboarding, AI best practices, and team-wide enablement.

23 What is your SLA (service-level agreement) for uptime and support response times?

Grammarly's Enterprise plan includes priority support and optional SLA terms, which can be outlined during the contracting process. While exact SLAs vary by plan and contract, we are committed to enterprise-grade reliability and fast response times, with email-based support and escalation paths through your CSM when needed.



Measurement and ROI

24 What dashboards or reporting tools are included to track tool usage, adoption, and outcomes?

Grammarly provides an enterprise analytics dashboard that gives IT leaders visibility into how Grammarly is being used across the organization. Metrics include:

- User adoption by team or business unit
- Frequency of writing feedback applied
- Tone distribution and alignment with brand voice
- Grammarly's Effective Communication Score, which benchmarks writing clarity, correctness, and engagement over time

Admins can filter insights by department, region, or role to better understand impact and identify coaching or enablement opportunities.

25 Can you provide a clear ROI estimate for our specific use cases?

Yes. Grammarly offers a proof of concept (PoC) program where we partner closely with your team to evaluate business impact, adoption, and ROI in your unique environment. Our Sales team can walk you through the PoC structure and provide a detailed ROI estimate based on your goals and team composition.

Enterprise customers have reported strong, measurable returns with Grammarly:

- 283% ROI
- 50% fewer writing and editing hours
- 20 days saved annually per user
- 93% of communications improved
- 3.3% lift in customer satisfaction (CSAT) scores
- 3x faster editing process

These outcomes reflect productivity gains, reduced editing cycles, faster resolution times, and improved communication quality across large organizations.

26 What benchmarks or proof points exist from customers in our industry or of a similar scale?

Grammarly is trusted by over 50,000 organizations and 96% of the Fortune 500, including leading companies like Databricks, Atlassian, and Zoom. We offer detailed [case studies and customer testimonials](#) that demonstrate success across industries—including SaaS, education, professional services, and customer experience. These examples provide clear benchmarks for productivity, security, and communication effectiveness at scale.



Future-proofing

27 How scalable is your AI solution as our needs grow?

Grammarly is built to scale with your organization's evolving needs and expanding ambitions. Whether you're a small team or a global enterprise, we offer flexible licensing, centralized admin controls, and seamless deployment of our platform that works across 500,000+ apps and sites. Grammarly adapts as you grow, whether you're adding users, expanding into new departments, or exploring emerging AI use cases. As your organization's needs expand, Grammarly helps your teams deliver scalable business impact without adding complexity for IT or disrupting existing workflows.

28 What is your roadmap for future development and new capabilities?

Grammarly continuously evolves to meet the expanding needs of modern enterprises. Our roadmap includes advanced agentic workflows, enhanced analytics, and new capabilities across enterprise tools and platforms. We're focused on giving IT leaders greater visibility and control while enabling teams to accomplish more with intelligent assistance. As AI capabilities advance, our priority remains delivering secure, on-brand, and impactful solutions that unlock business impact across your entire ecosystem.

29 How do you stay ahead of technological advancements (e.g., new large language models, orchestration platforms, agent ecosystems)?

Grammarly uses an ensemble AI approach that allows us to continuously evaluate and integrate best-in-class technologies as they emerge. We rigorously assess new models, frameworks, and capabilities for enterprise readiness while maintaining our security and compliance standards. Our flexible AI infrastructure is designed to rapidly adopt breakthrough technologies—ensuring your organization benefits from the full spectrum of AI advancement through a single trusted platform that evolves with the technology landscape.

Grammarly’s enterprise-grade security approach

Your trust is at the heart of everything we do at Grammarly. That’s why we’ve always pledged to do right by our users with best-in-class security practices that keep data private and protected and a commitment to safe, responsible AI innovation. Explore the measures we take to safeguard your data and trust.

Built on best-in-class security

Grammarly is built on secure, resilient infrastructure that follows global standards for security, availability, integrity, and robustness. Our CISO and dedicated security team audit and test our systems regularly. We work with top-tier security organizations, engage in global security communities, and continuously share knowledge to stay ahead.

Enterprise-grade attestation and regulatory compliance

Grammarly holds the industry’s most comprehensive set of attestations for an AI writing assistant. We comply with governmental privacy regulations and frameworks, including SOC 2 (Type 2); ISO 27001, 27002, 27017, 27018, 27701, 42001; HIPAA; GDPR; CCPA; and PCI DSS.

Data ownership

Your words are yours. Grammarly does not and will not sell your data or your team’s data, use it to advertise to you, or train third-party models. You always retain full ownership, including copyrights and duplication privileges.

Data hosting

Grammarly hosts data in Amazon Web Services (AWS) data centers in the US East region and ensures continual product availability by using native backup tools. AWS is an industry-leading infrastructure provider, is certified as compliant with ISO 27001, and has received a SOC 2 (Type 2) report.

Data encryption

Grammarly encrypts all data in transit and at rest. Data transfer is protected using the industry-standard TLS 1.2 protocol, while data at rest in AWS is encrypted using AES-256 server-side encryption. Grammarly uses AWS Key Management Services for database encryption and secure key management.

Bring Your Own Key

Customers have the option to provide and manage their own encryption keys through AWS’s Key Management Service. This allows for greater control and visibility over their data stored at rest within Grammarly’s services and gives them insight into data access logs through CloudWatch/AWS CloudTrail Logs.

Data control

Customers are always in control of their data. They control where Grammarly works and what type of information is accessible to Grammarly. All users can opt out of AI features at any time.

Sensitive data

Sensitive customer data is not read or stored. Grammarly is blocked from reading any fields marked as sensitive, such as names, birthdays, addresses, passwords, and payment information, and searches proactively to remove any sensitive data from our database. All customer data is de-identified.

Domain and application controls

Admins can restrict Grammarly access by domain or application. You can require that any account with your domain join your Grammarly instance for centralized oversight.



Custom administration

Our admin tools make it easy to manage users, roles, and permissions, including bulk updates and granular controls across teams.

Session timeout control

Grammarly offers a session timeout control, giving companies the control to secure users' accounts by requiring reauthentication at a specified interval and reducing the time window when an attacker can compromise an account.

SAML single sign-on (SSO) and two-step authentication

SSO allows for access management and enforcement of company-specific controls through integrations with identity providers. For an extra layer of safety, multi-factor authentication is available for team members across your company to secure their individual access.

Managed mode and existing account capture

Employees on managed devices can only log in using their business accounts. Domain capture ensures existing and new users with company email addresses are routed to your organization's instance and SAML single sign-on (SSO).

External penetration testing

Grammarly continually works to identify and fix security vulnerabilities in our product and infrastructure. That's why we undergo third-party network penetration tests as well as AWS security and corporate infrastructure security assessments and audits.

Cloud platform

Grammarly's data processing takes place inside a private cloud network. Each customer's data is isolated, and all systems are protected by load balancers, a web application firewall, and vetted subprocessors.

Human-first, responsible AI

At Grammarly, we believe that AI should enhance your team's skills while respecting personal autonomy and amplifying every team member's intelligence, strengths, and impact.

We take a value-driven approach to AI development. That means training models on high-quality datasets, applying rigorous bias and fairness evaluations, and incorporating real user feedback into how our systems evolve. Our team of analytical linguists, researchers, and engineers collaborates across every release to ensure our AI reflects thoughtful, ethical design.

With Grammarly, users stay in control of their experience. Our AI suggests but never overrides—letting your employees refine messages, applying their personal expertise. Our commitment is to help every user express themselves in the most effective way possible.





About Grammarly

Grammarly is the trusted AI assistant for communication and productivity, helping over 40 million people and 50,000 organizations do their best work. Companies like Atlassian, Databricks, and Zoom rely on Grammarly to brainstorm, compose, and enhance communication that moves work forward. Grammarly works where you work, integrating seamlessly with over 500,000 applications and websites. Coda, the maker of powerful AI productivity tools, is now a part of Grammarly. Together, they are redefining collaboration and transforming how we get work done. Learn more at grammarly.com/enterprise.