



Grammarly for Business



# Grammarly's Answers to Your AI Vendor Questions



# Introduction

Whether you’re investing in the first AI solution for your organization or adding another one to your suite of AI tools, it’s critical to appropriately vet any new technology that you’re considering adding to your tech stack. This knowledge will give you the best chance of finding a vendor that meets your requirements, as well as your high standards for enterprise data security, user privacy, and responsible AI.

To help you in your vendor evaluation, we created a cheat sheet with questions to ask any AI vendor before purchasing—and provided Grammarly’s answers so you can evaluate our secure AI writing assistance for your organization.

## See Grammarly’s answers for questions related to:

-  Core capabilities
-  User experience
-  Technical deployment
-  Data handling and security

-  Customer support
-  Responsible AI
-  Costs and ROI





# Core Capabilities

## What specific enterprise use cases does your AI solution address?

Grammarly has been perfecting AI communication assistance for busy professionals and enterprises for more than 15 years. Businesses report that using Grammarly saves them an average of 19 working days—or nearly a full working month—per employee per year in productivity. For a large enterprise with thousands of employees, that’s thousands of months’ worth of working time that companies can reinvest in more impactful projects and innovation.

Unlike other AI tools, Grammarly is specifically built to optimize writing and communication across organizations. Grammarly’s AI draws from teams of expert linguists, deep knowledge of professional writing best practices, and more than 15 years of experience in writing assistance.

Grammarly’s enterprise features such as built-in [style guides](#), [brand tone profiles](#), and customized [text snippets](#) ensure a consistent brand voice and compliance. Our [enterprise-specific generative AI capabilities](#), [app actions](#), and [strategic suggestions](#) help teams communicate even more efficiently across applications. With Grammarly, enterprises can confidently scale their use of AI faster and further while maintaining security and oversight.

Find out more about our [enterprise use cases](#), as well as team-specific use cases for [customer support](#), [marketing](#), [IT](#), [sales](#), [HR](#), and [the rest of your business](#).



## **Can your models be trained or fine-tuned with our proprietary data so that they can provide contextually aware guidance?**

Yes, Grammarly's generative AI helps individuals, teams, and organizations create high-quality, relevant writing by understanding the unique context of each communication. It picks up on aspects like the task your team is trying to accomplish, the email they are replying to, and more. Then, it uses that context to provide strategic suggestions and relevant prompts, allowing them to refine their text until it's just right. They'll spend less time crafting content or messages and more time focusing on high-value work.

At an organizational level, Grammarly lets you set your brand voice and tone so that your entire workforce always writes on-brand. Employees will get relevant, context-aware, real-time suggestions to communicate professionally so that you can scale better communication, productivity, and brand consistency.

Grammarly's generative AI builds on our long-standing commitment to developing AI responsibly, with privacy and security top of mind. Our enterprise-grade practices put users first—we never sell data. With Grammarly, you can confidently use generative AI that's built with high standards for enterprise data security, user privacy, and responsible AI.

## **How customizable and scalable is your solution?**

Grammarly is designed for organizations of all sizes and offers different subscription tiers to fit any business's needs. It's simple to add new users to an account. Grammarly offers customizable admin roles to control Grammarly deployment and settings across an organization, allowing for bespoke permissions to satisfy individual teams' needs, for example, by configuring specific domain or application blocklists based on a person's job function.







## User Experience

### **How user-friendly is your AI solution for non-technical workers?**

Grammarly's user-friendly interface is easy to navigate, even for beginners and non-technical workers. Our intuitive design ensures a smooth writing experience, seamlessly integrating into all the places employees already communicate.

### **What is the ramp-up time for our employees to learn to use your solution?**

Grammarly works effortlessly wherever you write on your desktop computer, mobile, or tablet, and across over 500,000+ websites and desktop applications. With just a few clicks, your employees get comprehensive AI assistance in emails, documents, word processors, browsers, apps, and more. With our intuitive interface, it takes no additional training to get up and running with Grammarly.

### **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 custom demo.





# Technical Deployment

## What are the hardware and software requirements for implementing your solution?

Grammarly is a cloud-based solution with minimal technical requirements. You will need an internet connection to use our product offerings, as Grammarly will not work offline.

In order to run Grammarly for Windows or Grammarly for Mac, your computer must have a compatible operating system (Windows 10 or macOS 10.14 (Mojave) or higher). You also must have a compatible browser (Google Chrome or Microsoft Edge version 89 or higher, or Safari version 12.1 or higher).

Grammarly also offers [free browser extensions](#) for Google Chrome, Safari, Firefox, and Microsoft Edge. Learn more about [installing Grammarly across your desktop, mobile, tablet, and apps](#).

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

Grammarly works wherever you write. Employees can access Grammarly on their desktop computer, mobile phone, tablet, and across 500,000+ apps and websites. Find out more about [where Grammarly works](#).

## How long will it take to integrate your AI system or tools into our existing operations?

Implement Grammarly in just one day with minimal setup and ongoing maintenance with user-friendly admin controls.

Follow this [comprehensive guide](#) to get up and running quickly. We'll walk you through installing and getting the most out of our product offerings, as well as managing your account.

We also have an [enterprise resource library](#) with onboarding resources, and big-picture product overviews to accelerate your journey with Grammarly.







# Data Handling and Security

## What's your approach to model training, retraining, and maintenance?

At Grammarly, we have a dedicated Responsible AI team that ensures an ethical approach to product development using high-quality datasets and a combination of technologies to train our models. Our products and models are built with checks and balances to prioritize privacy, safety, and fairness. Every new feature goes through a rigorous risk-assessment process, including a hands-on review from our team of linguists to reduce bias and harm and ensure fairness. Once any risks are assessed, feature teams are required to make updates.

We monitor our models through regular evaluations and user feedback to identify any changes in performance or issues, and we update the models as needed to ensure they consistently meet Grammarly's quality and responsible AI standards.

We do not use content from any Enterprise business user to improve our products or train our models. Individuals and business users who purchase Grammarly through our website can [opt out](#) of having their content used for product improvement and training.



# How do you handle and store data used for training your AI models?

Grammarly's [enterprise-grade attestations and certifications](#) and [user-first approach to security and privacy](#) reflect our practices and policies to keep customer data safe and secure.

Grammarly never sells customer data and never provides information to third parties to help them advertise their products to you. Rather, Grammarly makes money when people subscribe to our paid offerings.

Any information used to power Grammarly's generative AI features, such as prompt type, prompt text, and the context in which it's used, will only be used for the sole purpose of executing the task at hand. We do not allow any partners or third parties to use your data for training their models or improving their products.

In addition, Grammarly takes extreme care to isolate each customer's data. Any writing that an individual or organization reviews with Grammarly will never appear in another customer's writing suggestions.





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

Grammarly retains personal information for as long as necessary to provide our products to you, to complete the transactions you have requested, or for other legitimate purposes such as to comply with our legal obligations or resolve disputes.

When it comes to user content, by default, we process user content associated with your account to provide services to you (for example, writing suggestions). After that, if you did not choose to retain that content, we either delete or de-identify it. If the Grammarly Editor is enabled, we will store documents you create until you delete them.

We do not use content from any Enterprise business user to improve our products or train our models. Individuals and business users who purchase Grammarly through our website can [opt out](#) of having their content used for product improvement and training.

Some of our optional product features will provide personalized writing suggestions. When we offer those personalized features to you, we will describe how we use and store your information to provide those features.

Find out more about data handling and security in our [Privacy Policy](#).

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

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.







# Responsible AI

## How transparent and explainable are your models?

Each communication stage is unique, so just one generative AI model won't do. Instead, you need an ensemble of models so you can employ the best one for each stage of communication. Grammarly deploys the most effective AI model for each communication stage. Models are fine-tuned using our proprietary training data with billions of lines of business writing collected over more than 15 years across 500,000 apps and websites.

Grammarly uses GPT-4 for composition and user-generated prompts. We use GPT-3.5 for AI rewrites. Our custom models understand your audience. Finally, Grammarly's proprietary models offer the highest-quality grammar output.

Grammarly's approach allows you to use the best model for each communication stage or writing use case without any effort from you. Each AI model is built and trained differently, so each model excels at different use cases. Grammarly evaluates a variety of AI models, assessing the model's speed and the quality of its output across use cases.

Grammarly also empowers users to exercise control over the output of AI systems. Users can choose to accept or disregard the suggestions presented. We include explanations with most suggestions so that users have more information and can make an informed decision about whether they want to include a suggestion in their writing or not. Our commitment is to empower every user to express themselves in the most effective way possible.



## **How do you ensure your AI solution adheres to ethical guidelines and avoids bias?**

We take a value-driven approach to building AI-enabled communication technology. We leverage AI and other technologies to address the actual challenges your team faces in communicating their ideas and being understood as intended. We are committed to building models using quality datasets that undergo bias and fairness evaluations. We design and develop products with our team of analytical linguists who apply research and expertise to minimize bias and apply user feedback.

## **What measures are in place to prevent generating harmful or inappropriate content?**

Using a combination of technologies, we filter generative AI and natural language suggestions to address issues, such as hate speech, should they arise. Our integrations and models help generate more effective text and reduce risks in input and output.

If you encounter content or suggestions that you believe to be incorrect or harmful, please report them by clicking the flag in the lower-right corner of the Grammarly window and choosing your preferred option. Your input enables us to continually monitor and make improvements over time, ensuring our products promote inclusive, accurate communication

## **What legal considerations and compliance standards does your AI solution adhere to (e.g., GDPR, CCPA)?**

We have the largest portfolio of enterprise-grade attestations and regulatory compliance for an AI writing assistant. Grammarly complies with governmental privacy regulations and frameworks, including GDPR, CCPA, HIPAA, ISO 27001, 27002, 27017, 27018, 27701, SOC 2, and PCI DSS.







# Customer Support

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

Grammarly's Customer Support team is always here to help with any questions or concerns you might have. Our [support center](#) is a great resource to explore before opening a ticket.

If you cannot find the answers you are looking for, please [submit a support request](#). When creating a ticket, select the category that best describes your request, and we'll get back to you as soon as possible.

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

You can find self-service resources in our [support center](#). This includes documentation for troubleshooting and resolving issues, answers to questions about account basics like setup, sign-in, billing, and security. The support center also provides [tips and tutorials](#) on how to get started with Grammarly, including how to get the most out of our generative AI features.

We also have an [enterprise resource library](#) with best practices to get the most out of Grammarly.

## How can we report feedback on issues or suggest improvements?

If you ever have feedback, issues, or improvements for our team, you can reach out to your account manager or customer success manager directly, or [use this form to contact support](#).



# Costs and ROI

## What is the pricing model, and are there any hidden costs?

With Grammarly Business, our pricing model is based on the size of your team. We offer a team plan starting at \$15 per member per month, with a minimum of 3 members. This includes features like real-time writing feedback, style guides, admin controls, and priority customer support over email. For larger teams, the Enterprise plan includes additional advanced security features, bulk user management, granular account roles and permissions, and a dedicated customer success manager for your business. Discounts are available for annual plans with more than 10 members. For teams larger than 149 members, we offer customized plans and recommend [speaking with our Sales team](#). Visit our [pricing page](#) for more details.

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

Yes! You can calculate the ROI for your specific enterprise [here](#). Find out how much you could save annually as your team produces high-quality, on-brand, compliant writing without compromising your company's safety.

[Databricks](#) teams saw significant productivity improvements, citing a 1,994% ROI since implementing Grammarly. Marketing cut editing cycle times for thousands of documents by 50% and saved copywriters and editors 540 hours a year—time reallocated to more impactful work. The CX/Support team improved the time to resolution by 25% and increased the average number of cases closed by 10–15%.





## How can we measure the impact and effectiveness of your solution?

With Grammarly Business, you can measure and drive your team's progress with enterprise [analytics](#). Get the big picture by seeing when your team applies writing feedback and org-wide tone analysis. Then, drill down to identify trends for customer-facing teams, business units, and more with customized filters.

## Can you provide case studies to back up these ROI claims?

Yes! Explore these [case studies](#) to learn how Grammarly helps companies like yours reach their goals through effective and efficient communication.







## About Grammarly

Grammarly is the world's leading AI writing assistance company, trusted by over 30 million people and 70,000 professional teams. From instantly creating a first draft to perfecting every message, Grammarly helps people at 96% of the Fortune 500 and teams at companies like Atlassian, Databricks, and Zoom get their point across—and get results—without compromising security or privacy. Grammarly's product offerings—[Grammarly for Business](#), [Grammarly Pro](#), [Grammarly Free](#), and [Grammarly for Education](#)—work where you do, delivering contextually relevant writing support across over 500,000 apps and websites.

Learn more by [getting in touch with our product experts](#).