TextExpander for teams

The business case for TextExpander

What teams gain from one shared library of their most-used messages.

319 users
Grown from one person at Jane

24 days
Saved per rep each year at Virta Health

Free
To try with up to 5 people

1 The problem teams run into

Most teams type the same answers, instructions, and follow-ups many times a day. That language lives in scattered docs, old emails, help desk macros, and people's memories. When something changes, everyone updates their own copy, or doesn't, and customers get different answers.

2 What TextExpander does

TextExpander saves frequently used text as Snippets. Type a short abbreviation and the full text appears in almost any app. Teams share Snippet Groups, so when one person updates a Snippet, everyone gets the current version. Fill-ins keep approved wording fixed while people add names and details.

3 What changes for a team

Today	With shared Snippets
Everyone keeps their own version of common answers	One shared version for the whole team
A policy change means everyone updates their copy	Update the shared Snippet once
New hires ask colleagues for the right wording	New hires get the team's library on day one
Copying from docs and old messages	The same Snippets in email, chat, help desks, and docs

4 What other teams have seen

6,034 hours

Jane: saved in one year across 319 users, starting with one champion.

200+ employees

Private Health Management: spread from clinical teams to the whole company in a year, saving 3,137 hours.

8 teams

CompanyCam: grew from a few sales reps to 122 users, saving 3,913 hours.

1 full-time hire

SketchUp: an 8-person support team saves about 2,160 hours a year, the work of one more person.

"We've definitely seen more chat efficiency, fewer errors, and better handle times since TextExpander, but the most important one for us is that our team just loves it."

Amy-Lynn Taylor, Customer Insights and Enablement Expert, Jane

5 Estimated time saved for a team

A conservative starting point is Jane's result: about 19.5 hours saved per person each year. Here's what that looks like at different team sizes.

10 PEOPLE	25 PEOPLE	50 PEOPLE	100 PEOPLE
~195 hours	**~490 hours**	**~975 hours**	**~1,950 hours**
a year	a year	a year	a year

This counts typing time only, so it's a conservative estimate. Time spent searching for wording or fixing outdated answers is extra. Teams that rely heavily on shared Snippets save more: Virta Health's care team saves 24 working days per rep each year.

6 Cost

Teams of up to 5 can start on the Free plan. Paid plans are priced per user, and you're charged only for members who expand at least one Snippet in a billing period. Current prices: textexpander.com/pricing.

7 Security and IT

SOC 2 and SOC 3 certification, reports on request. Encrypted at rest and in transit. Customer content is never used to train AI. SSO and SCIM options by plan are in the IT security summary.

8 Rollout

1. Choose an admin and invite team members.
2. Share existing Snippet Groups or create new ones.
3. Set team member permissions.
4. Add TextExpander to new-hire onboarding.
5. Review usage statistics after the first billing period.

Which plan fits

Business
More than 5 seats, collaboration features, admin controls, and Google SSO

Enterprise
Everything in Business, plus other SSO providers, SCIM, and security and permission controls

Next step

Try it with up to 5 people on a free team account, then move to Business or Enterprise when the rest of the team is ready. The IT security summary and answers to common questions are included.

Customer results come from TextExpander case studies for Jane, Private Health Management, CompanyCam, SketchUp, and Virta Health. Per-person and team-size estimates are based on Jane's published results.

TextExpander for teams

Common questions about TextExpander for teams

Straight answers to the questions decision makers ask most often before adopting TextExpander.

What does it cost?

Teams of up to 5 can start on the Free plan. Paid plans are priced per user, and you're charged only for members who expand at least one Snippet in a billing period. The business case in this kit puts our cost next to the value of the time we save. Plans and pricing: textexpander.com/pricing.

Will people actually use it?

It works inside the tools people already use. Someone types a short abbreviation and the full text appears, with no new app to open.

Why not use the macros in our help desk, CRM, or EHR?

If your team works almost entirely inside one tool, its macros may be enough. TextExpander helps when the same language is needed in email, chat, the help desk, the CRM, and docs. One shared Snippet works in all of them, so an update reaches every tool at once.

Why not just use AI, like ChatGPT or Copilot?

They do different jobs, and many teams use both. AI drafts. TextExpander delivers the approved version. Draft with AI, approve it, and save it as a shared Snippet so everyone sends the same wording. TextExpander's built-in AI can help you draft Snippets, too.

Won't our messages start sounding canned?

Fill-ins keep the approved wording consistent while team members add the details that change, such as a customer's name or a date. People can also keep personal Snippets for their own greetings and sign-offs.

Who maintains the shared Snippets?

Most teams name one owner per Snippet Group. Permissions decide who can expand, edit, or manage each Snippet Group, so most people use Snippets without maintaining them. On Business and Enterprise plans, Snippet Requests let teammates suggest Snippets or changes for the owner to review.

What will IT need?

The IT security summary in this kit covers SOC 2 and SOC 3, encryption, the AI training policy, and which plans include single sign-on (SSO) and SCIM. Enterprise includes a custom security review.

How much work is the rollout?

Start with one team. Choose an admin, share a Snippet Group with the content your team types most, and invite people. Add TextExpander to new-hire onboarding so new people start with the team's library.

How will we know it's working?

The Statistics tab shows Snippet expansions and estimated time saved for each person. Check it after the first two weeks, and again after the first 30 days, to see which shared Snippets the team relies on most.

Time saved per person

24 days
saved per rep each year by Virta Health's care team

20+ hours
saved per person each month by SketchUp's support team

From TextExpander customer stories.

TextExpander for teams · For IT and security

TextExpander security summary

Answers to the questions IT reviewers ask most often, with links to the full details below.

SOC 2 + SOC 3
Reports on request

AES-256 · TLS 1.2+
At rest · in transit

No AI training
Never on customer content

TX-RAMP Level 2
Certified

COMPLIANCE

Independent audits	TX-RAMP Level 2, FSQS certificate, and regular third-party audits. Reports on request.
HIPAA	BAAs for qualified Enterprise plans, at no extra charge. Customers who handle protected health information get a HIPAA Product Configuration Guide.
Privacy laws	GDPR- and CCPA-compliant, and self-certified under the Data Privacy Framework. Sub-processors are published.

DATA AND ENCRYPTION

Hosting and data location	Data is stored on servers in the United States, on SOC 2 and SOC 3 certified infrastructure.
AI and our content	Customer content, including Snippet text, is never used to train models. Third-party AI providers are barred from training on customer data. Admins can turn off AI features.
Retention and deletion	When an account ends, data stays available for export for 30 days. Erasure requests are handled promptly. The Data Deletion Policy is available on request.

ACCESS AND CONTROL

Single sign-on	Business: Google SSO. Enterprise: SSO for all providers, with guides for Okta, Microsoft Entra ID, Google Workspace, JumpCloud, and OneLogin.
Provisioning	SCIM provisioning and deprovisioning on Enterprise.
Account security	With SSO, sign-in follows your identity provider's policies, including multi-factor authentication.
Shared content	Snippet Groups have *Can expand*, *Can edit*, and *Can manage* permissions. Shared groups belong to the Organization, so content stays when someone leaves.

POLICIES AND PEOPLE

Policies and testing	Incident response, penetration testing, backup, and disaster recovery policies on request. Staff with access to customer data have background checks and security training.
Security questionnaires	Paid plans: standard CAIQ review and security documents. Enterprise: custom security review.

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