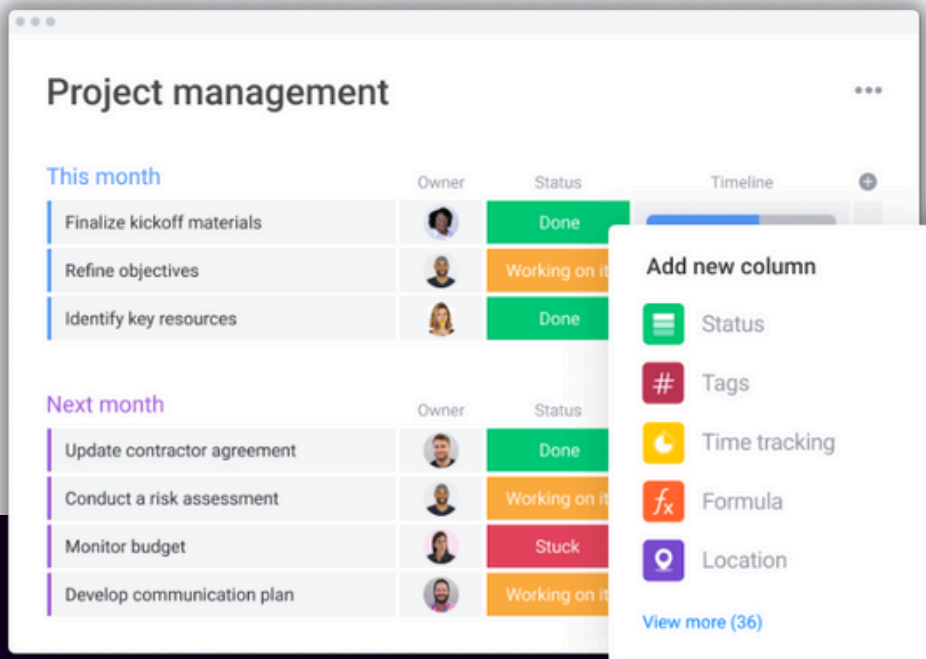




Professional Services



CONSULTANCY SOLUTIONS 3-5

We offer a variety of consultancy solutions tailored to enhance and streamline your business operations using monday.com.

CUSTOM TRAINING SESSIONS 06

Tailored to meet your specific needs, these sessions enhance skills and drive effective platform use.

MIGRATION SERVICES 07

Whether it's relocating servers or consolidating accounts during mergers, we ensure a smooth and efficient migration process.

WORKFLOW ARCHITECTURE ASSESSMENT 08

Already using monday.com and see potential for improvement? Our assessment evaluates your setup to maximize features, tailor solutions to your needs, and enhance your use of the platform.

CUSTOM DEVELOPMENT 09

Integrate monday.com with other applications in your company infrastructure or build dedicated monday.com apps managed by Xebia's technical engineers.

MANAGED SERVICES 10

We handle the technical and operational complexities of your monday.com setups—be it native or custom.

▶ Essentials

Get started with a single work process within your organization, with 6 weeks unlimited access to a dedicated Customer Success Manager.

Full solution for a single work process with account infrastructure

Get a dedicated Customer Success Manager to implement a solution for one work process (e.g. event management, online marketing activities, CRM or sales pipeline). Boards, dashboards and automations will be built together so your champions can maintain them autonomously afterwards.

6 weeks "unlimited" access to dedicated Customer Success Manager

After a kick off meeting and discovery call, up to 6 weekly meetings complemented by offline implementation work.

Tips & tricks

Get access to a customer success board with tips & tricks to elevate the monday.com skills of your team and get the most value out of the platform.

Get users involved

Essentials includes onboarding or training for champions by champions so everyone is fully operational.

Q&A for all account members

We organize Q&A sessions for all account members, where they can ask anything about monday.com.

Team planning				
This month				
	Owner	Timeline	Status	Date
Finalize kickoff materials	[Avatar]	[Progress Bar]	Done	Sep 02
Refine objectives	[Avatar]	[Progress Bar]	Working on it	Sep 06
Next month				
	Owner	Timeline	Status	Date
Identify key resources	[Avatar]	[Progress Bar]	Stuck	Oct 04
Test plan	[Avatar]	[Progress Bar]	Done	Oct 07
Month 3				
	Owner	Timeline	Status	Date
Update contractor agreement	[Avatar]	[Progress Bar]	Working on it	Nov 08
Conduct a risk assessment	[Avatar]	[Progress Bar]	Working on it	Nov 12

Hours included

Up to 24 hours to set up a single work process.

∞ Advanced

For a full year, you have unlimited access to a dedicated Customer Success Manager who helps you get the most value out of monday.com. This solution includes access to all premium events hosted by Xebia as well as Xebia marketplace apps.

Full solution for multiple work processes with account infrastructure

Get a dedicated Customer Success Manager to implement a solution for multiple processes (e.g. event management, online marketing activities, CRM or sales pipeline). Boards, dashboards and automations will be built together so your champions can maintain them autonomously afterwards.

One-year unlimited access to dedicated Customer Success Manager

You can ask your Customer Success Manager an unlimited amount of questions for a full year.

Scoping of custom integrations

Make sure monday.com becomes the central hub of your organization by integrating the platform with your legacy IT stack.

Executive Business Review

On the right track? We review your current processes to see where you can improve.

Proactive support

Get an expert to look over your shoulder to make sure everything is done as efficient as possible.

Webinars, events, apps & updates

Access to exclusive webinars, events, training sessions and Xebia's marketplace apps.

Hours included

Up to 80 hours to set up multiple work processes

Team planning						
Main table Gantt Kanban +						
Integrate Automate / 2						
This month						
	Owner	Timeline	Status	Date	Priority	Files
Finalize kickoff materials	[Avatar]	[Progress]	Done	Sep 02	High	[File]
Refine objectives	[Avatar]	[Progress]	Working on it	Sep 06	Medium	[Files]
Identify key resources	[Avatar]	[Progress]	Done	Sep 15	Low	[File]
Next month						
	Owner	Timeline	Status	Date	Priority	Files
Update contractor agreement	[Avatar]	[Progress]	Working on it	Oct 04	High	[File]
Optimize campaign spend	[Avatar]	[Progress]	Done	Oct 07	Medium	[Files]
Meeting with publishers	[Avatar]	[Progress]	Stuck	Oct 12	High	[File]
New candidate interviews	[Avatar]	[Progress]	Working on it	Oct 14	Low	[Files]
Lead generation presentation	[Avatar]	[Progress]	Done	Oct 15	High	[Files]

🕒 Time & Material

Flexible consultancy solution tailored to your needs. Scoped on an individual project basis.

Responsive consultancy as you need it

Benefit from consultancy that adapts to your project's scale and complexity. Our experts work with your team to navigate monday.com's features, ensuring an agile response to any project development.

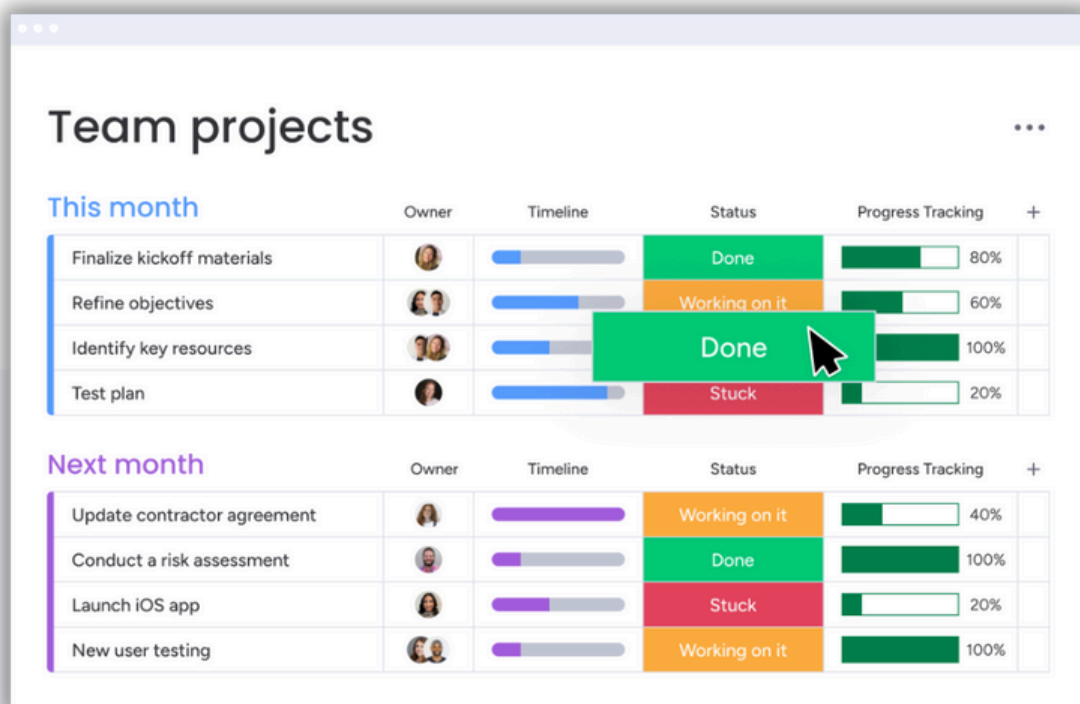
Access to Expertise

Receive professional guidance from our seasoned consultants, empowering your team to leverage monday.com for peak efficiency and productivity.

Consultant roles

This consultancy solution is based on consultant level. There are three levels of consultants which will be appointed based on the scoping.

- Implementation consultant / trainer
- Technical consultant
- Solution architect / project manager





Custom Training Sessions

Unlock the full potential of monday.com with Xebia's custom training sessions. Tailored to your needs, our expert-led sessions ensure your team masters the platform, enhancing productivity and collaboration.

Why Custom Training?

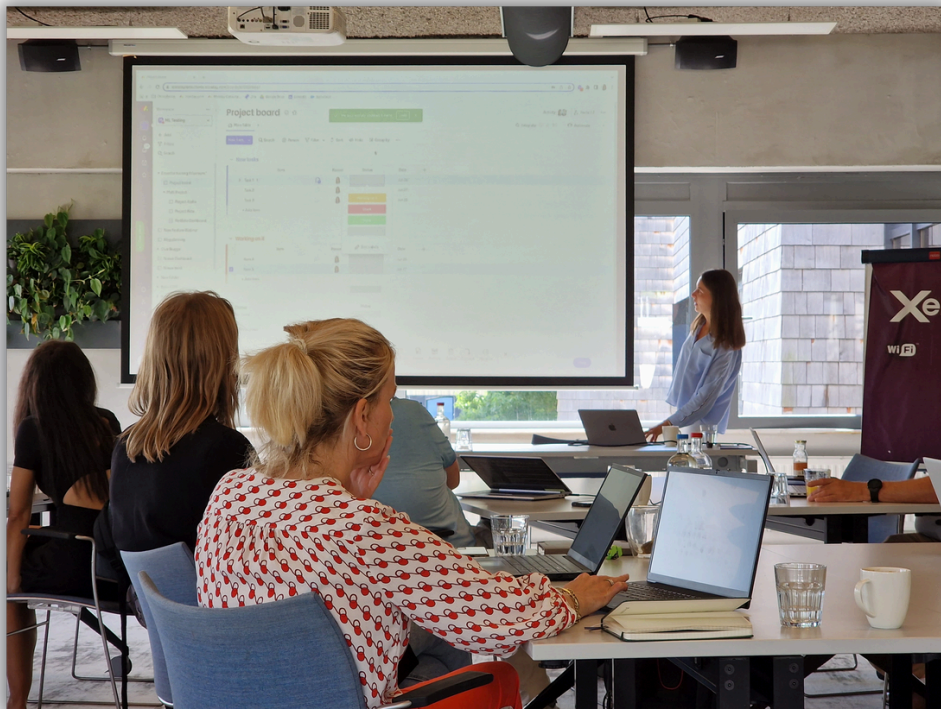
Custom training sessions allow for a personalized approach that addresses the unique challenges and objectives of your organization. By focusing on the areas most relevant to your team, we facilitate a faster and more effective learning curve.

What We Offer

- **Essentials:** Perfect for new monday.com users. Get a general introduction to monday.com's functionality, structure, and navigation. Create your first boards, columns, views, and automations.
- **Advanced:** Enhance your monday.com expertise with an advanced training session, designed to teach you how to create dashboards, automate tasks, and connect boards, elevating your workflows to a new level.
- **Admin:** Unlock the full potential of the platform's admin features. Learn to manage users, boards, and security settings, ensuring you maximize your monday.com account's potential.

Get Started

Contact us to discuss your training needs, fill out a questionnaire about your current challenges and interests and together we can make a concrete plan to educate all your colleagues about monday.com's endless possibilities.



↔ Migration services

Streamline your monday.com experience with Xebia's specialized migration services. Whether you're looking to transfer your server from **one region to another**—such as from the US to the EU—or integrate multiple accounts during a **company merger**, our team ensures a smooth transition.

General Migration Services Overview

At Xebia, our migration approach is designed to replicate your existing monday.com environment on a new server or integrate multiple accounts during mergers with minimal effort from your side and little to no disruption to end-users. The process, while semi-automated, involves meticulous manual tasks due to its technical complexity and certain inherent limitations.

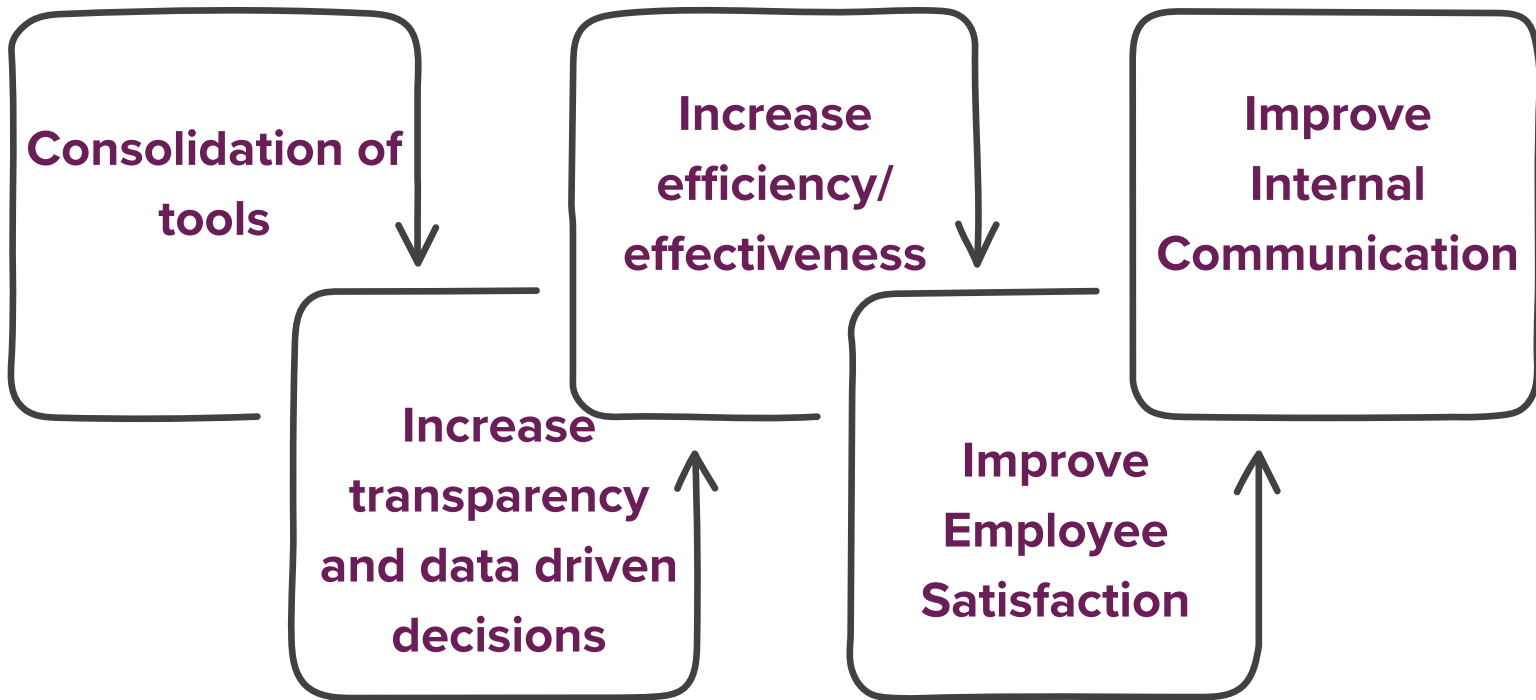
Key Phases of Migration

- **Preparation:** This initial phase involves a thorough inventory and preparation of all relevant resources such as boards, dashboards, documents, users, and teams. The target account is configured to mirror the administrative settings of the source account. Special migration users are created to access all necessary resources, ensuring readiness for the migration.
- **Migration in Waves:** The actual data migration occurs in structured waves, allowing for systematic transfer of workspaces to the new server or merged account. This phase is carefully timed to minimize operational disruptions, with each workspace's resources being temporarily made public for the migration duration and then reverted.
- **Closing:** Post-migration, this phase ensures all resources have been accurately transferred. Any discrepancies are addressed through a final delta migration, and the original resources in the source account are securely decommissioned.
- **Hypercare:** For two weeks following the migration, Xebia provides dedicated support to address any emergent issues, ensuring a smooth transition and immediate resolution of concerns through direct communication channels.

The screenshot displays a monday.com interface. On the left, a project board titled "Team iteration" is visible, organized into two columns: "This month" and "Next month". Each task in the board has an owner and a status. The "This month" tasks are: "Website new images" (Done), "Refine objectives" (Working on it), "Identify key resources" (Stuck), and "Test plan" (Done). The "Next month" tasks are: "Update contractor agreement" (Done), "Conduct a risk assessment" (Working on it), "Monitor budget" (Stuck), and "Develop communication plan" (Done). On the right, a chat message from Julia Fagelman (Designer) to May Kishon (Team lead) is shown. The message says: "Hey @May Kishon, Here is the new image for the website" and includes an image of a sneaker with the text "Walk the walk". May Kishon has replied with "Thanks! Love it" and a cat face emoji.

☰ Workflow Architecture Assessment

Already using monday.com but noticing room for improvement? This assessment reviews your current setup to help you maximize its features. We show how it can benefit your organization and guide you in fine-tuning it for your specific needs and get the most out of monday.com.

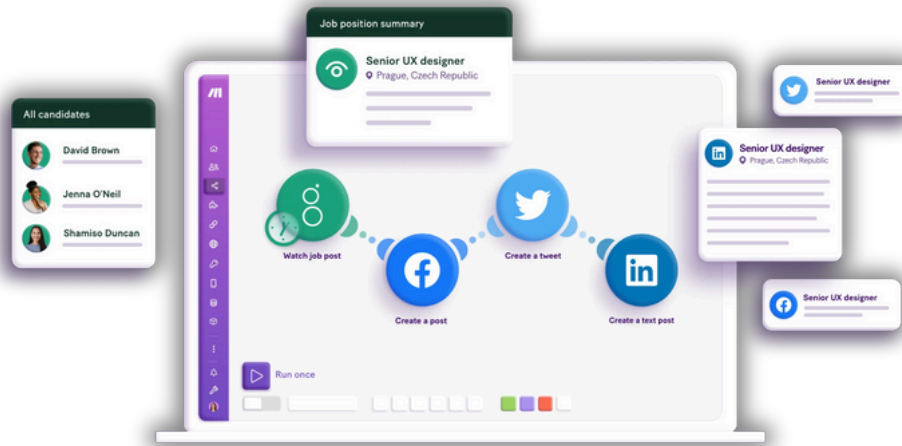


Deliverables

- **2 discovery sessions:** Choose between on-site or remote sessions.
- **Process diagram:** an extensive diagram featuring the organizational processes that serve as the foundation for your business operations.
- **Admin review:** confirmation that all administrator settings are properly configured.
- **Workflow recommendations:** suggestions for optimizing your workflow, such as ways to automate or eliminate certain steps.
- **Architectural recommendations:** recommendations for establishing a future-proof and secure architecture on monday.com

</> Custom Development

Integrate monday.com with other applications in your company infrastructure, build dedicated monday.com apps managed by Xebia technical engineers.



Complexity

Pricing of custom development depends on complexity. The table below shows examples of custom development varying in complexity.

Low complexity

One-directional integrations with applications supported in Make.com or with API capabilities and/or webhooks.

Medium complexity

Bi-directional integrations with Make.com/API capabilities, one-directional integrations without such support or simple monday.com apps or views.

High complexity

Most other types of integrations and monday.com apps.

Managed Services

To ensure you never have to worry about the technical complexities or operational hurdles, Xebia offers Managed Services for both custom and native setups. A native setup uses only monday.com's built-in features. A custom setup requires functionalities that are not standard in monday.com by using third party software (e.g. Make.com). Xebia takes care of the operational support & maintenance of these services.

Custom setups

Essential

- Operation costs of running your data through the custom scenarios (e.g. Make.com, Google Cloud functions)
- Proactive updating your Make.com scenarios due to changed situation at monday.com
- 8 support hours - a Customer Success Manager will be assigned based on availability
- 1 Business Review meeting with deep-dive in usage stats

Advanced

- Operation costs of running your data through the custom scenarios (e.g. Make.com, Google Cloud functions)
- Reactive updating your Make.com scenarios due to changed situation at customer's end
- Proactive updating your Make.com scenarios due to changed situation at monday.com
- Proactive monitoring and error fixing of your Make.com scenarios
- 15 support hours - a Customer Success Manager will be assigned based on availability
- 2 Business Review meetings with deep-dive in usage stats
- Priority support

Premium

- Operation costs of running your data through the custom scenarios (e.g. Make.com, Google Cloud functions)
- Reactive updating your Make.com scenarios due to changed situation at customer's end
- Proactive updating your Make.com scenarios due to changed situation at monday.com
- Proactive monitoring and error fixing of your Make.com scenarios
- 25 support hours - a dedicated Customer Success Manager will be assigned to your account
- Quarterly Business Review meetings with deep-dive in usage stats
- Priority support
- 1 account assessment for optimization opportunities (valued at €2,000)
- Includes support for 1 custom integration built by Xebia
- Free use of Xebia apps on the monday.com Marketplace

Native setups

Essential

- 15 hours support from our CSM team
- 1 Business Review per year

Advanced

- 30 hours support from our CSM team
- 2 Business Reviews per year
- Free use of our apps

About Xebia

Xebia has been a monday.com partner since 2018. Throughout the years, we have turned into a **one-stop shop** for everything monday.com-related.



Since 2018, Xebia has been a pivotal partner of monday.com, establishing ourselves as the **Best Professional Services Partner in the EMEA region**. As an **Advanced Delivery Partner**, we don't just sell licenses—we enhance them. We offer a holistic suite of services that includes consultancy, workflow optimization, training, onboarding, and license reselling, making us a comprehensive resource for all things monday.com.

With a dedicated **team of 9** tech enthusiasts, we are committed to making working with monday.com not just productive but also celebratory for our customers. From providing **expert advice** to developing **tailored integrations and applications**, Xebia stands out as the **one-stop shop** that turns every monday.com implementation into a seamless and engaging experience.

About monday.com

monday.com is a very accessible and easy-to-use platform for the new way of working. Although some may refer to it as a project management tool, it is way more than that.



Creative & Design



IT



Software Development



Marketing



Project Management



Sales & CRM



Task Management



HR



Operations

Don't Take Our Word for It

"Best tool to work online with my team"

Tondel P., main developer, via g2.com

"Flexible, user-friendly data management system."

Jim M., real estate agent, via g2.com

"Monday.com changed our entire project management set up!"

Nabaa A., freelance designer, via g2.com