



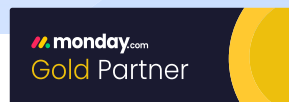
DIGITAL EXCELLENCE

# OUR **monday.com** PROFESSIONAL SERVICES PACKAGES

Category	<b>Starter Kit</b> from <b>1.500€</b>	<b>Implementa- tion</b>	<b>Managed Services</b> from <b>7.500€ p.a.</b>
Description	Training & coaching for internal champions, including onboarding support	Set-up, configuration & optimisation of workflows, teams & dashboards	Monthly, proactive support (operations, optimisation, reporting, training)
Options	10h	10h, 30h, 60h, 90h	4h, 8h, 12h mtl.
Platform Consulting	✓	✓	✓
Integration Support	✗	✓ from 30h	✓
Dashboards & Reporting	✗	✓	✓
Documentation	✗	✓	✓
Account-Governance	✗	✓ from 90h	✓
SLA	✗	✗	✓
	All package details ↘	All package details ↘	All package details ↘

\* 12-month term

\*\* Prices excl. VAT | Prepayment



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Professional  
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GitLab  
Select  
Partner

# STARTER KIT

## YOUR SMART ENTRY POINT TO monday.com

Before you begin full implementation, we'll provide clarity. Our Starter Kit offers **new customers** a solid foundation for their decision-making at an exclusive discounted price. In 10 intensive hours, we'll conduct a professional assessment and deliver a strategic roadmap for your configuration.

### TRAINING CONTENT AT A GLANCE

- ✔ **Product-based consulting:** use-case oriented guidance & best practices derived from project experience
- ✔ **Integration consulting:** recommendations ranging from standard interfaces to automation scenarios
- ✔ **Champions enablement:** targeted training including high-quality training materials

### OUR STARTER KIT IN DETAIL

Package	<b>10h</b>
Duration (from Kick-off)	<b>45 days</b>
Sessions (max.)	<b>up to 6 (Face-to-Face)</b>
Price	<b>1.500€</b>

\* Exclusive for new customers - available after licence purchase  
 \*\* Price excl. VAT | Prepayment



## YOUR BENEFIT

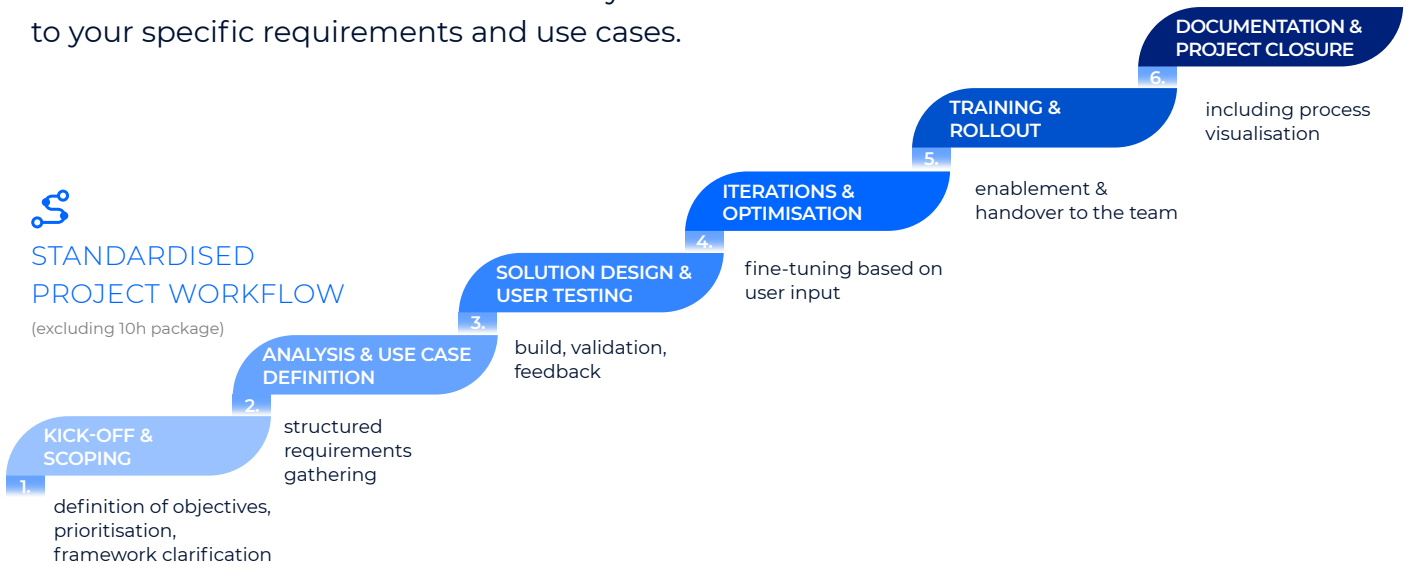
Maximum expertise for your first step – without major investment risk.

TOGETHER WE WILL DESIGN THE RIGHT SOLUTIONS FOR YOUR VISION!

**GET IN TOUCH**

# IMPLEMENTATION PACKAGES

Our implementation packages enable a professional and sustainable introduction of monday.com – tailored to your specific requirements and use cases.



## PACKAGES & SCOPE

Our packages are scalable according to team size, complexity of use cases, and desired enablement level. All services are geared towards efficiency, transparency, and sustainability.

Package (12-month term)	10h	30h	60h	90h
Project Duration	up to 6 weeks	up to 8 weeks	up to 12 weeks	up to 16 weeks
Use Cases	⊗	✓	✓	✓
Dashboards	⊗	✓	✓	✓
AI Strategy	✓	✓	✓	✓
Trainings	✓	✓	✓	✓
Extended scope of services  Starting with the 30-hour package, customer teams benefit from additional services that ensure the long-term success of the project.	⊗	<ul style="list-style-type: none"> <li>✓ <b>Structured data migration</b> e.g. from Excel</li> <li>✓ <b>Custom integration support</b> e.g. with make.com</li> <li>✓ <b>Documentation per use case</b> including flowchart &amp; Loom video for traceability</li> </ul>		<ul style="list-style-type: none"> <li>✓ <b>Account governance workshop</b> roles, permissions &amp; policies – end-to-end</li> </ul>
Price	2.000€	7.500€	13.500€	18.000€

\* Prices excl. VAT | Prepayment

# MANAGED SERVICES

With our Managed Services, you are not only safeguarded but also gain a strong partner at your side. We support you flexibly on a monthly basis – from stable, disruption-free operations and continuous optimisation to targeted enablement of your team. We work proactively, identify opportunities at an early stage, and implement measures before challenges arise.

## OUR 3 SERVICE PILLARS

Operational Excellence	Continuous Improvement	Support & Insights
<ul style="list-style-type: none"> <li>Account set-up &amp; maintenance</li> <li>Governance</li> <li>Permissions management</li> </ul>	<ul style="list-style-type: none"> <li>Regular optimisations</li> <li>Audits</li> <li>Change management support</li> </ul>	<ul style="list-style-type: none"> <li>On-demand training</li> <li>Team workshops</li> <li>Health checks</li> </ul>

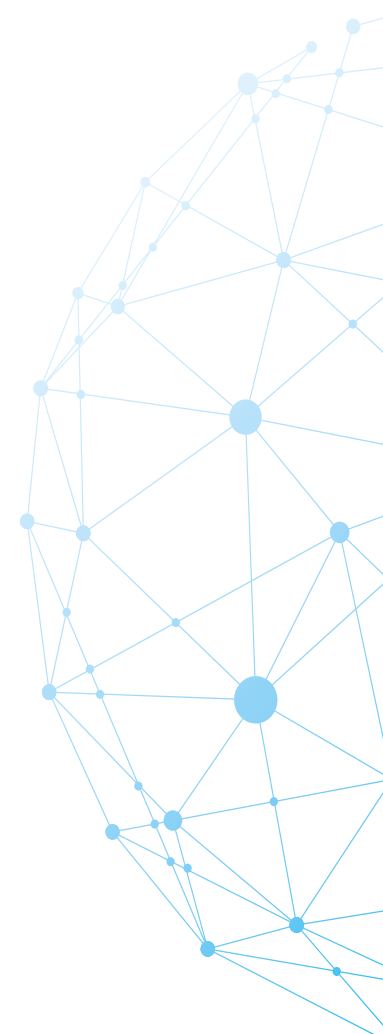
## PACKAGES & RESPONSE TIME

Package (12-month term)	Bronze 48h per year	Silver 96h per year	Gold 144h per year
Annual Price	7.500€	15.000€	20.000€

## SLAs

SLA Category	Bronze 48h per year	Silver 96h per year	Gold 144h per year
Response Time	48h	24h	12h
Resolution Time for Requests	≤ 5 business days	≤ 3 business days	≤ 2 business days
Health Check (quarterly)	✓	✓	✓
Optimisation Review (2x/year)	✓	✓	✓
Documentation Update (post-change)	≤ 5 business days	≤ 3 business days	≤ 2 business days
Impact Report (optional)	✓	on request	1 x per quarter

\* Prices excl. VAT | Prepayment



## NEXT STEPS

We are pleased to support you in selecting the right packages, prioritising your use cases, or developing bespoke solutions. Together, we will establish a robust foundation for sustainable success with monday.com.

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**PATRICK AYERS**  
 PARTNER PRACTICE LEAD | DEMICON



**GET IN TOUCH**