



monday.com Licenses - Service Definition Document

1. Service Description The SaaSy People provides licensing and resale services for the full monday.com product suite. monday.com is a cloud-based Work OS that enables organisations to build custom workflows to run their processes, projects, and everyday work. We supply licensing for the following core products:

- **monday work management:** A platform to manage tasks, projects, and workflows, enabling teams to collaborate in real-time and automate manual work.
- **monday CRM:** A fully customisable CRM to manage the entire sales cycle, track leads, and oversee customer relationships.
- **monday Service:** A dedicated service management platform for IT and support teams to handle ticketing, requests, and assets.
- **monday Dev:** A product built for R&D and product teams to manage agile workflows, sprints, and roadmaps.
- **monday AI:** monday AI actions plus monday Vibe credits.

Our services include customisation of boards and automations , user training for successful adoption , and strategic guidance to maximise efficiency across these products.

2. Data Backup and Restore, and Disaster Recovery

- **Backup:** As the SaaS platform provider, monday.com handles all standard data backup and redundancy. The platform performs continuous backups of the database.
- **Disaster Recovery:** monday.com utilises a secure multi-region setup. In the event of a disaster, failover mechanisms are in place to ensure minimal service interruption.
- **Restore:** We act as your support partner. Before major customisations, we can export copies of relevant board structures for safekeeping. In a disaster scenario, we will collaborate with you and monday.com support to restore configurations.

3. Onboarding and Offboarding Support

- **Onboarding:** We follow a structured approach starting with a discovery phase to understand your needs. This is followed by planning and the phased execution of setup, configuration, and integration. We conclude with tailored training sessions for users and administrators.

- **Offboarding:** Upon contract termination, we provide a knowledge transfer session for your IT team and transfer documentation of any customisations made.
- **Migration:** We assist with the smooth transition from trial or legacy systems to your new paid instance.

4. Service Constraints

- **Maintenance:** Major changes may be scheduled during agreed maintenance windows (e.g., weekends) to minimise disruption.
- **Customisation Limits:** All customisations will adhere to monday.com's best practices and API limitations. We will advise if any requirements fall outside these boundaries.

5. Service Levels

- **Availability:** monday.com offers an **Enterprise-grade SLA of 99.9% uptime**.
- **Support Hours:** The SaaS People provides consulting and support services Monday to Friday, 8am to 10pm GMT.
- **Response Time:** We target an initial response time of 24 hours for support queries via email, phone, or live chat.

6. After Sales Support We conduct scheduled follow-up check-ins post-implementation to assess satisfaction and address any issues. Additional services are available on an hourly or retainer basis for ongoing needs.

7. Technical Requirements

- **Client-side:** monday.com is accessible via a modern web browser (Chrome, Firefox, Edge, Safari) and requires a stable internet connection.
- **Access:** The SaaS People requires access to the client's monday.com account with appropriate permissions to facilitate setup and support.

8. Outage and Maintenance Management

- **Reporting:** We monitor the official monday.com status page and will share this with clients in the event of platform outages.
- **Client-side:** We can troubleshoot client-specific network issues upon request.

9. Hosting Options and Locations monday.com is a cloud-based SaaS platform. Data is hosted by monday.com in their secure data centres. Enterprise customers may have options regarding specific data residency locations (e.g., US or EU).

10. Access to Data (Upon Exit) Clients retain full ownership of their monday.com data. Exports can be provided at any time upon request.

11. Security We strictly adhere to monday.com's security guidelines. We will not access or store sensitive client data outside of the monday.com platform. monday.com itself complies with rigorous international standards, including ISO 27001 and SOC 2 Type II.