G-CLOUD 15 SERVICE DEFINITION

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mutherboard monday.com Implementation & Support Services

SERVICE OVERVIEW

Service Name: monday.com Professional Services & Cloud Support

Supplier: mutherboard Ltd

Framework Lot: Lot 2b - Cloud Support Services (Additional Services)

Security Classification: OFFICIAL

1. SERVICE SUMMARY

Mutherboard delivers end-to-end monday.com implementation, automation, and support services for UK public sector organisations. As a monday.com Platinum Partner and Advanced Delivery Partner, we specialise in workflow automation, system integration, and operational transformation that delivers measurable ROI within 90 days.

2. SERVICE BENEFITS

1. Rapid ROI - 300% average return on investment in year one
2. Time Savings - 2,000+ hours saved per person annually through automation
3. Fast Implementation - 6-8 week average deployment from discovery to go-live
4. Cost Reduction - £10,000+ saved annually in software consolidation
5. Productivity Gains - 39% increase in billable utilisation for professional services
6. Proven Delivery - 98% client satisfaction across 200+ implementations
7. UK-Based Support - Dedicated account management and 24/7 technical assistance
8. Integration Expertise - 200+ tool connectors including Slack, Microsoft, and finance systems
9. Sector Experience - Proven track record with legal, healthcare, aviation, and local government
10. Compliance Ready - WCAG 2.1 AA aligned platform with UK data residency

3. SERVICE FEATURES

1. Discovery & Analysis - Comprehensive process audit and ROI modelling
2. Custom Workflow Design - Tailored automation for public sector requirements
3. System Configuration - monday Work Management, CRM, Service, and Dev products
4. Data Migration - Secure transfer from legacy systems and spreadsheets
5. Integration Services - Connect existing tech stack with 200+ pre-built connectors
6. Dashboard Development - Executive reporting and KPI tracking
7. Team Training - Role-based onboarding and continuous learning programmes
8. Change Management - Adoption strategies and stakeholder engagement
9. Ongoing Support - Dedicated UK-based account management and technical helpdesk
10. Continuous Optimisation - Quarterly reviews and workflow enhancement

4. DETAILED SERVICE DESCRIPTION

4.1 Core Service Offering

Mutherboard provides professional implementation, configuration, and ongoing support for monday.com's cloud-based Work Operating System (Work OS). Our services enable public sector organisations to consolidate fragmented systems, automate manual processes, and achieve operational excellence through a unified, secure platform.

Primary Service Components:

Implementation Services

- Discovery workshops and requirements gathering
- Process mapping and workflow design
- System architecture and configuration
- Data migration from legacy platforms
- Integration with existing technology stack
- User acceptance testing and quality assurance
- Go-live support and deployment management

Integration & Automation Services

- Custom workflow automation design
- monday.com app development using low-code tools
- Third-party system integration (Microsoft 365, Google Workspace, finance systems)
- API development and custom connectors
- Make.com (formerly Integromat) advanced automation
- Real-time data synchronisation across platforms

Training & Enablement

- Executive stakeholder briefings
- Administrator training programmes
- End-user onboarding sessions
- Train-the-trainer programmes
- Custom documentation and process guides
- Video tutorial library creation

Ongoing Support & Maintenance

- Dedicated UK-based account management
- Technical helpdesk via monday.com Service (ticketing) and web chat
- Platform health checks and performance monitoring
- Quarterly business reviews and optimisation
- Access to monday.com product roadmap updates
- Emergency support for critical issues

4.2 monday.com Products Supported

We provide implementation and support across the complete monday.com suite:

- monday Work Management - Project delivery, resource planning, OKR tracking
- monday CRM - Sales pipeline, lead management, customer relationships
- monday Service - ITSM, helpdesk ticketing, incident management
- monday Dev - Agile development, sprint planning, bug tracking

4.3 Industry-Specific Solutions

We deliver tailored configurations for public sector needs:

- Legal & Regulatory - Matter management, compliance tracking, secure client portals
- Healthcare - Patient workflows, resource allocation, regulatory compliance
- Local Government - Case management, service requests, citizen engagement
- Education - Project delivery, resource management, stakeholder coordination
- Emergency Services - Incident management, resource deployment, operational planning

4.4 Technical Capabilities

- Integration with 200+ third-party platforms
- Custom automation using Make.com, Zapier, and native monday.com recipes
- RESTful API development for bespoke integrations
- Advanced formula and column logic design
- Dashboard and reporting configuration for executive visibility
- Mobile app configuration for field-based teams
- Single Sign-On (SSO) integration via SAML 2.0

5. DELIVERY MODEL

5.1 Implementation Methodology

Our proven 3-phase delivery approach ensures controlled, predictable deployments:

Phase 1: Discovery & Design (1-2 weeks)

- Stakeholder interviews and requirements workshops
- Current-state process mapping
- Gap analysis and pain-point identification
- Solution architecture design
- ROI projection and business case validation
- Implementation roadmap and project plan

Phase 2: Build & Configure (2-3 weeks)

- Workspace and board structure creation
- Workflow automation design and testing
- Integration development and testing
- Dashboard and reporting configuration
- Data migration and validation
- User acceptance testing

Phase 3: Deploy & Optimise（1-2 weeks）

- Phased go-live deployment
- End-user training delivery
- Hypercare support period (2 weeks post-launch)
- Performance monitoring and issue resolution
- Handover to ongoing support
- 30-day optimisation review

Average Implementation Timeline: 6-8 weeks from contract signature to go-live

5.2 Ongoing Support Tiers

Standard Support (included with implementation)

- Email and ticket-based support (monday.com Service)
- 4-hour initial response time (UK business hours)
- Quarterly account reviews
- Access to knowledge base and video resources

Premium Support (optional add-on)

- Priority helpdesk access via web chat
- 1-hour response time for critical issues
- Dedicated account manager with monthly check-ins
- Proactive platform monitoring
- Early access to new feature training

Enterprise Support (for large deployments)

- Named customer success manager
- 9/5 emergency support hotline
- On-site workshops and training
- Custom automation development hours included
- Strategic planning and roadmap alignment

6. PRICING MODEL

Our transparent pricing structure aligns with public sector procurement requirements:

Implementation Services

- Fixed-price project fees based on scope complexity
- Includes discovery, design, build, training, and 30-day hypercare

Ongoing Support Retainers

- Standard Support: £160/hour (up to 5 hours support)
- Premium Support: £2,400/month (up to 15 hours support + proactive monitoring)
- Enterprise Support: Custom pricing based on user count and SLA requirements

monday.com Software Licensing

- Supplied separately via monday.com or through Mutherboard as reseller

- Pricing varies by product and user count
- Public sector discounts available through monday.com

All prices exclude VAT. Fixed-price quotes provided following discovery call.

7. SERVICE CONSTRAINTS & LIMITATIONS

To ensure transparency, we identify the following constraints:

Platform Limitations

- monday.com is a cloud-only SaaS platform; no on-premise deployment available
- Maximum file upload size: 500MB per file
- API rate limits apply (standard plan: 1,000 requests/minute)
- Data residency: EU/UK regions available; specific data centre selection not guaranteed
- Accessibility: Platform working towards WCAG 2.1 AA; not yet fully WCAG 2.2 compliant

Service Scope Boundaries

- We configure and integrate monday.com; we do not develop custom software from scratch
- Third-party system access required for integrations (client responsibility to provide credentials)
- Data migration quality depends on source system data integrity
- Custom integrations requiring proprietary APIs may incur additional costs
- Security clearance: Our team holds standard business clearance; SC/DV cleared consultants available on request

Support Limitations

- Standard support operates UK business hours (9am-5pm GMT, Monday-Friday)
- Issues caused by third-party system failures outside our direct control
- monday.com platform maintenance windows managed by monday.com.

8. PERSONNEL & SKILLS

Team Composition:

- 12 certified monday.com consultants
- 3 Advanced Delivery Partner certified specialists
- 4 CRM Specialist Partner certified consultants
- 3 Make.com automation experts
- 1 dedicated UK-based support team

Certifications & Accreditations:

- monday.com Platinum Partner (top 1% globally)
- monday.com Advanced Delivery Partner
- monday CRM Specialist Partner
- monday.com Work Management Specialist Partner
- ISO 9001 (quality) - in progress

Average Experience:

- 5+ years in workflow automation and business process improvement

- Cross-sector expertise in legal, healthcare, local government, and professional services

9. SECURITY & COMPLIANCE

Data Security

- All data hosted on monday.com's SOC 2 Type II certified infrastructure
- GDPR-compliant data processing agreements
- UK/EU data residency options available
- TLS 1.2+ encryption in transit
- AES-256 encryption at rest
- Role-based access control (RBAC)
- Multi-factor authentication (MFA) supported
- Single Sign-On (SSO) via SAML 2.0

Compliance Standards

- monday.com holds ISO 27001, ISO 27017, ISO 27018 certifications
- GDPR and UK Data Protection Act 2018 compliant
- Regular third-party penetration testing
- Business Continuity: 99.9% uptime SLA (monday.com platform)
- Data backup: Continuous automated backups with point-in-time recovery

Our Internal Security Practices

- Secure client data handling protocols
- Confidentiality and non-disclosure agreements signed
- Dedicated secure client communication channels
- Regular security awareness training for team

10. DATA MANAGEMENT & OFFBOARDING

Data Ownership: All client data remains property of the client organisation

Data Portability : Export capabilities include :

- Excel/CSV export for all board data
- JSON/API export for system integrations
- PDF export for reports and dashboards
- Bulk data export tools available

Offboarding Process :

- 30-day notice period for service termination
- Full data export provided in agreed format
- Knowledge transfer sessions with internal teams
- Archive or deletion of workspace upon client instruction
- monday.com licenses managed separately; client retains direct relationship

Data Retention :

- monday.com platform retention: As per client's monday.com subscription
- mutherboard CRM records: Retained per UK GDPR (6 years for contracts)
- Support tickets: Retained 12 months post-project closure
- Client can request deletion of mutherboard-held data at any time

11. WHY CHOOSE MUTHERBOARD

Proven Track Record

- 200+ successful implementations
- 98% client satisfaction rating (4.9/5 average)
- 98% client retention rate
- 50+ UK public and private sector clients

Public Sector Experience

- Local government operational systems
- Healthcare patient workflow management
- Legal sector case management
- Aviation safety and compliance tracking
- Education project delivery systems

Unique Value Proposition

- Operator Experience: Our founders have run businesses and understand operational pain points firsthand
- Rapid Deployment: 6-8 week average implementation vs 12-16 week industry standard
- Platinum Status: Top 1% of monday.com partners globally
- Integration Specialists: 200+ platforms connected, including complex enterprise systems
- Training Excellence: Comprehensive change management and adoption support

Results Delivered

- 2,000+ hours saved per person annually
- 300% average ROI in year one
- 39% increase in billable utilisation
- £10,000+ annual software cost savings
- 60% reduction in administrative overhead

12. CASE STUDIES & REFERENCES

Howard Kennedy LLP (Legal Services)

40% reduction in administrative overhead through automated matter management, client intake, and time tracking workflows. Full monday Work Management deployment across 150+ users.

London Luton Airport (Aviation)

58% project backlog reduction with centralised workflow management. Implemented safety compliance tracking, maintenance scheduling, and cross-team coordination platform.

Jukebox PR (Professional Services)

60% time savings on client reporting and campaign management. Integrated monday CRM with project delivery workflows for seamless client visibility.

Living Streets (Non-Profit)

Complex project management system for multi-stakeholder programmes. Enabled real-time collaboration across external partners and funders.

Full case studies and client references available upon request

13. GETTING STARTED

Step 1: Initial Consultation (Free, 45 minutes)

Discovery call to understand your requirements, challenges, and desired outcomes.

Step 2: Proposal & Business Case (1-2 days)

Tailored proposal with scope, timeline, ROI projection, and fixed-price quote.

Step 3: Contract & Kick-off (1 week)

G-Cloud call-off contract, project mobilisation, and stakeholder alignment.

Step 4: Implementation (6-8 weeks)

Structured delivery using our proven 3-phase methodology.

Step 5: Go-Live & Support (Ongoing)

Seamless deployment with hypercare support and transition to ongoing service.

14. CONTACT INFORMATION

Company: Mutherboard Ltd

Address: 12 Station Parade, Harrogate, HG1 1UE, United Kingdom

Website: mutherboard.com

Email: gcloud@mutherboard.com

Company Registration: 13524327

VAT Number: 386389046

15. TERMS & CONDITIONS

Full terms and conditions, including payment terms, liability limits, and dispute resolution procedures, are provided in our Standard Terms of Business and G-Cloud framework terms. Key highlights:

- Payment terms: 30 days from invoice date
- Cancellation: 30 days' notice for ongoing support services
- Liability: Professional indemnity insurance: £5 million
- Warranties: 30-day defect rectification period post-go-live
- Intellectual Property: Client owns all data; mutherboard retains IP in reusable components