



Monday.com & SuperTenant

# A Partnership Driving Operational Excellence

**Monday.com** is a work operating system (Work OS) where organizations of any size can create the tools and processes they need to manage every aspect of their work. By combining building blocks, like apps automations and integrations, teams can build or customize the workflows of their dreams

## The Pursuit of Excellence

Already renowned for its reliability and resilience, **monday.com** partnered with SuperTenant to further enhance its operational capabilities. The goal was ambitious yet clear: to reduce Mean Time To Repair (MTTR) and elevate standards for system reliability and resiliency to unprecedented levels.

## SuperTenant's Solution

SuperTenant's platform provided **monday.com** with a suite of tools designed for deep system insight and proactive issue resolution:

**Granular Observability:** Achieving 100% metrics capture for comprehensive system insights.

**Intelligent Anomaly Detection:** Utilizing adaptive algorithms for accurate and customizable anomaly detection at both the user and customer levels.

**Concrete Remediation Guidance:** Offering actionable advice for automated and guided resolutions, enhancing operational efficiency and customer satisfaction.

## Key Achievements

### Advanced Anomaly Detection

Enabled **monday.com** to detect and address early signs of service degradation, reducing incident rates and ensuring a seamless user experience.

**Advanced** user and customer-level anomaly detection has led to a significant reduction in early service degradation incidents, reinforcing **monday.com** commitment to unparalleled service reliability.

### Proactive Service Degradation Identification

Improved the ability to maintain service continuity and reliability for all users, especially during critical periods.

**Proactive** identification and remediation of service impacts have significantly enhanced **monday.com's** capability to maintain service continuity for all users, particularly during critical scenarios.

### Enhanced Customer and User Experience

Boosted customer satisfaction scores through improved service delivery, driven by detailed monitoring and quick resolution of potential issues.

**The focus** on improving personalized service delivery, powered by SuperTenant's insights, has achieved a notable increase in customer satisfaction scores, reflecting our dedication to excellence in user experience.

## Seamless Integration & Deployment

The integration of SuperTenant's platform into **monday.com's** operations was seamless, requiring no code modifications and enabling immediate realization of benefits.

"**SuperTenant** has been pivotal in enhancing our operational capabilities. Its precision in anomaly detection and actionable insights have significantly elevated our platform's and resiliency. The seamless integration allowed us to quickly benefit from SuperTenant's offerings, further reducing our MTTR and enhancing our customer experience. SuperTenant has indeed been an essential component in our journey towards operational excellence."

"Thanks to SuperTenant, we've seen a tangible improvement in our anomaly detection and response times. Their platform makes complex data actionable, streamlining our operations without any code changes on our end."



**Chen Salomon,**  
Director of Engineering

