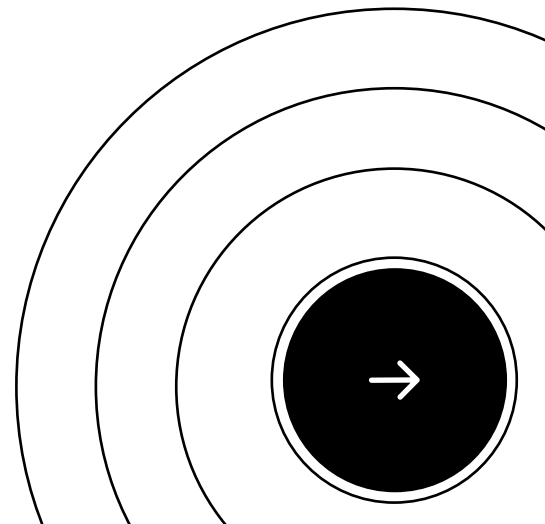


How Superwise helped **Monday.com** achieve **96% faster incident response detection**





As the top-rated Work OS platform, monday.com needs to know what gives users a memorable experience. Their service offers a 14-day free trial for new potential subscribers, a crucial window in which they must identify likely subscribers, ensure customer value is realized, and prevent churn. By utilizing ML technology in its models, monday.com customizes workflow systems to ensure customer fit. But it was taking at least 21 days to detect prediction degradation and another 7 to 14 days to troubleshoot and implement a solution.

This window was obviously too long to effectively address issues for new or existing subscribers. With a cloud-based work management software that supports more than 110,000 clients, monday.com had outgrown its internal monitoring tools as its use cases grew in complexity. The company knew it needed to streamline its platform issue process - and that's where Superwise came in.





Addressing monday.com needs

Monday.com was simply reacting to machine learning bugs and errors. The company was left scrambling between teams to figure out what was wrong instead of looking at models and making predictions. The month long troubleshooting process was frustrating the data scientists and failing to support the business teams.

These spikes need to be fixed immediately. The black box from monday.com's prior machine-learning software was too opaque. The machine would interpret data and make a prediction, but provided no visibility into how the issue was solved.

"It was almost impossible to catch the spikes at the level of specific model features at the right time and actually pinpoint the [incident source](#)."

Dmitri Romanov, Head of Data Science

As a result, monday.com was still wasting valuable time discussing and reacting to the model issue. To resolve the situation quickly, the teams needed to:

Decrease the amount of time between an issue arising and determining how to fix it.

Avoid relying on other departments to help fix issues.

Become more proactive with model health & issue alerts.



How responsive ML made an impact

Superwise monitors and assures model health, while also alerting users immediately when something goes wrong.

This enables the data science and business operations teams to extract key insights. Superwise allows monday.com to monitor, analyze & optimize its ML in production. This assistance facilitates a proactive approach, giving monday.com the ability to pre-determine where spikes may occur and resolve issues in just a few hours.

"We use Superwise on a daily basis, and our model is much more transparent. This enables us to make **better decisions** and to move even faster than before."

Neomi Rosenvald, Marketing Analyst

Empowering the business team:



Better understand predictions to proactively implement the appropriate solutions.



Work independently without data science assistance for lower turnaround time.



Track specific behaviors for particular model segments.



Reinforce the data science team's confidence



Adopt a data-driven approach for model maintenance and retraining.



Enable an easy way to diagnose data spikes and root causes.



Observe the model's health at the right time through metric and alert insights.

"Soon after starting to use Superwise, we really **gained visibility** into the models and their components, but more than that, to the weight of the different components. This allowed us to have a better understanding of what impacts the models."

Neomi Rosenvald, Marketing Analyst

"The Superwise solution gave us an **efficiency** boost. We spent less time in meetings explaining predictions, troubleshooting tasks, digging into production incidents, and trying to open the [previous] black box."

Dmitri Romanov, Head of Data Science



The Superwise difference

After switching to Superwise, monday.com detected issues 96% faster and reduced the time spent troubleshooting by 93%.

This cut the time to catch an initial drift down to one week, and the window to install and integrate a solution to a single day. These improvements have allowed monday.com to respond quickly to existing customers and convert new ones.



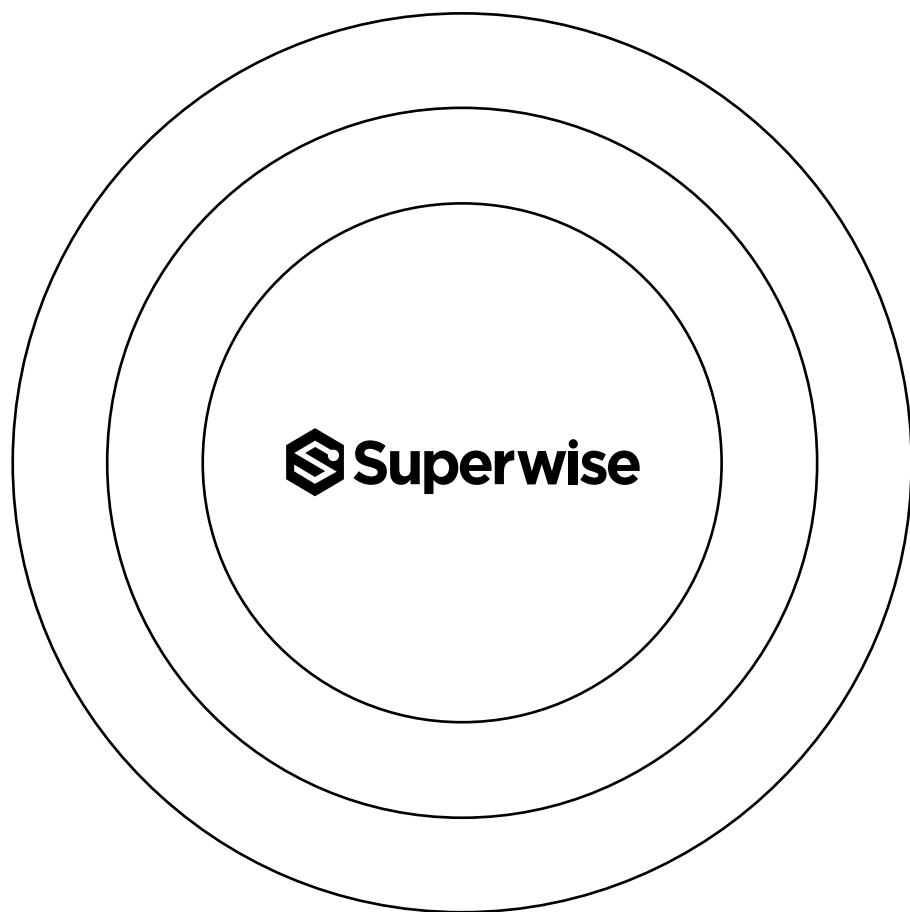
96%

faster incident response detection.



93%

drop in time spent troubleshooting.



Superwise is a model observability platform built for high-scale production ML. Giving practitioners fully automated, enterprise-grade model monitoring capabilities that take years to develop in-house, wrapped in a self-service platform. Superwise auto-calibrates model metrics, analyzes events, and correlates anomalies for you so you can easily see when models misbehave and accelerate your time to resolution before issues impact business outcomes.

Head over to the Superwise platform to learn more and get started with easy, customizable, scalable, and secure model observability for free.

www.superwise.ai

