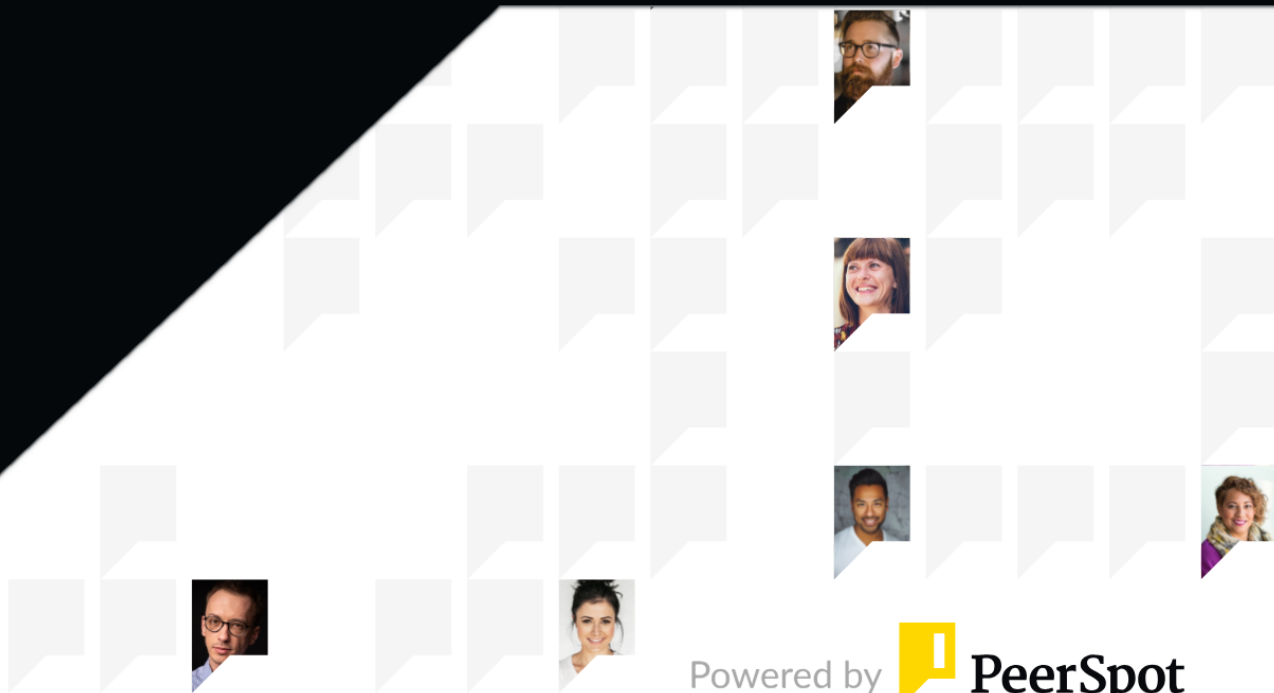


aws marketplace

monday.com

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



monday.com

monday.com Recap

Monday.com enhances project management with automation, customization, and a user-friendly design, featuring Gantt charts, real-time updates, and extensive tool integrations.

Monday.com offers automation, customization, and user-friendly interfaces to improve project management capabilities. Its features, including Gantt charts, real-time updates, and integrations with tools like Slack and Google Suite, help teams streamline workflows. Users benefit from color coding, task assignments, subitems, and dashboards for a comprehensive project overview. Notifications, file-sharing, and forms increase collaboration, while templates simplify processes. However, it requires enhancements in user experience, speed, and mobile features. Challenges include limited boards, excessive notifications, and integration issues with Google Calendar and QuickBooks. Businesses use Monday.com for CRM tasks, sales tracking, marketing, and creative projects across fields like architecture, biotech, and nonprofits.

What are the key features of Monday.com?

- **Automation:** Automate repetitive tasks to focus on more strategic activities.
- **Customization:** Tailor workflows with adaptable templates and settings.
- **Integrations:** Seamlessly connect with popular tools for enhanced functionality.
- **Gantt Charts:** Visualize project timelines and dependencies with ease.
- **Real-Time Updates:** Receive instant updates to stay informed and agile.

What benefits or ROI should users expect?

- **Enhanced Efficiency:** Streamlined workflows lead to better time management.
- **Improved Collaboration:** Active communication and file-sharing reduce email dependencies.
- **Adaptability:** Customization options cater to diverse project needs.
- **Comprehensive Overview:** Dashboards offer clear insights into project progress.
- **Resource Management:** Efficient scheduling and task allocation optimize resources.

In industries like architecture, biotech, and nonprofit, Monday.com facilitates communication, task tracking, and collaboration for remote teams. It is commonly utilized for CRM, sales tracking, marketing, and creative project management, ensuring workflow organization and client management are streamlined.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“I have certainly after using monday.com for about two years now, seen tremendous return on investment and time to value with the platform.”



Shreyans Parekh

Vice President, Finance and Operations at Fruitist



“I generally appreciate a lot about monday.com because I feel it has very few limitations for flexible and agile teams, and I think it is a fantastic tool to support this kind of working environment and team.”



Ulkar Gorzen

Sr. Analyst at a tech vendor with 1,001-5,000 employees



“It allows all of my work to be transparent to our organization, and it saves me and our people leaders hundreds of thousands of dollars and time and hours per year through templates and automations.”



Hanah Benta

Project Manager at AT&T

- ✓ “monday.com has positively impacted our organization by enabling us to track everyone's work, improving team productivity through organized and prioritized task management, enhancing collaboration with real-time updates and comments, increasing transparency via dashboards that provide project status, deadlines, and workload, automating repetitive tasks to reduce manual effort and errors, and speeding up decision-making with clear data access and visual progress tracking.”



Kavya S

Data Engineer at a outsourcing company with 201-500 employees

- ✓ “My main use case for monday.com is organizing ourselves as a company and as an organization, but we also use it for clients as well, embedding it into clients' ecosystems.”



Sasha Kerbel

Head of Consulting at a consultancy with 1,001-5,000 employees

- ✓ “monday.com helps teams of all sizes work more efficiently by its customization to help centralize planning, tracking, and collaboration, and I can customize it around those parameters.”



Verified user

HITRUST and GRC Consultant at a consultancy with 11-50 employees



“In my opinion, the best features monday.com offers are the AI, then automation and the workflow, which helps business processes to be seamless.”



Randolf Jay Tiposo

Technical Consulting Manager at a retailer with 201-500 employees

What users had to say about valuable features:

“The best features monday.com offers include automation, which is really excellent and made things very easy to use.

“In terms of features, integrations were very useful, and dashboards were also very good for sharing information across different parties..”

Sasha Kerbel

Head of Consulting at a consultancy with 1,001-5,000 employees

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“The best features monday.com offers are definitely the user interface.

The ease of use of the user interface stands out to me.

monday.com has impacted my organization positively by reducing the amount of work we do to keep track of information and making it easier to maintain records.

Improved collaboration has been a specific outcome I have noticed with monday.com..”

Verified user

[Read full review](#) 

DevOps at a marketing services firm with 51-200 employees

“One of the best features I created in monday.com is the automations. The leads can automatically go to another board and proceed to another pipeline in monday.com.

“In my opinion, the best features monday.com offers are the AI, then automation and the workflow. This helps business processes to be seamless.

“I have seen specific outcomes or metrics improve, including time saved, better team collaboration, and other measurable results in work management and our team's work..”

Randolf Jay Tiposo

[Read full review](#) 

Technical Consulting Manager at a retailer with 201-500 employees

“Probably the best feature of monday.com would be the intuitive user interface and user experience, which any user who has used Google Sheets or Microsoft Excel would find themselves familiar with, along with built-in automations, the ability to call webhooks, and the various number of column types.

“The better user interface and user experience definitely stand out to me because this is a tool that can be used for both the development team as well as extended access to the consumer or the customer side of the system, or in our case, the tutors and other relevant stakeholders who need not understand the deep technicals of things but can take actions directly from the board..”

Amrit Dash

[Read full review](#) 

Automation Engineer at a educational organization with 11-50 employees

“The most valuable features of monday.com for me are automations, connected boards (Connect & Mirror), and flexible reporting.

Automations are a major efficiency driver—they’ve become significantly more powerful over time and allow me to streamline workflows, reduce manual work, and scale processes across projects and programs.

Connect and Mirror columns enable me to build structured, interlinked workflows across multiple boards, which is critical for managing complex, cross-functional initiatives with minimal manual coordination.

I also highly value communication and visibility—updates, notifications, and monday docs allow teams to collaborate directly within the workflow. The ability to share boards and dashboards externally via links is particularly useful for leadership reporting and stakeholder alignment.

Overall, monday.com stands out for its flexibility and usability. It supports asynchronous collaboration across global teams, provides clear visibility into priorities and progress, and helps me stay focused on high-impact work aligned with strategic objectives.”.

Ulkar Gorzen

Sr. Analyst at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

“The best features monday.com offers include organizational aspects, being able to assign people for tasks, progress tracking, and progress bars if you have one large task with many subtasks.

“Those features, including assigning tasks and progress bars, help my team day-to-day by keeping us more organized and reducing wasted time trying to figure out who needs to do what. I do not have to micromanage; I can check monday.com to see tasks.

“monday.com has impacted my organization positively as it saves us time. We are able to work more efficiently and get things done while staying organized instead of figuring out who is doing what.

“In a previous organization, we completed a Windows 11 deployment through monday.com that finished faster because I was able to track each department and we did not have to hold progress meetings. It definitely saved us multiple meetings..”

Verified user

Managing director

[Read full review](#) 

Other Solutions Considered

“Before monday.com, I used Excel for these use cases. I chose to switch from Excel to something else because I grew the number of customers, and everything grew, and I just needed something which would be more reliable..”

Eilon Gilad

CEO at Belong

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“I evaluated Asana and had seen one more solution, but one of my co-founders was using Monday.com herself and liked it. That's why we went with Monday.com. It was a recommendation from her..”

Julie Doar-Sinkfield

CEO at My Life Tutors

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“I did not run a formal evaluation process, but based on exposure to tools like Asana and Jira, the key difference is flexibility and usability. monday.com is significantly more intuitive and adaptable for non-technical teams, while still being powerful enough to support complex workflows. Other tools tend to be either too rigid or too technical for broader business use..”

Ulkar Gorzen

Sr. Analyst at a tech vendor with 1,001-5,000 employees

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“I have limited hands-on experience with alternative platforms. I briefly used Asana in the past and am familiar with tools like Jira, though they serve slightly different, more technical use cases. I also use tools like Miro and Lucidchart for collaboration and visualization, but not for end-to-end project management. For my core workflows, monday.com has been the primary and most effective solution..”

Ulkar Gorzen

Sr. Analyst at a tech vendor with 1,001-5,000 employees

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“The previous solution that I used was a combination of a number of different tools such as Excel, Google Sheets, Asana, and SmartSheet across different entities within the company. I was looking for a way to consolidate all of the entities within our organization. We have 12 plus entities and we continue to grow year after year aggressively and I wanted to standardize all of us into one platform by which we could view our workflows in an integrated manner. That is why I turned to monday.com. I evaluated Asana, SmartSheet, Airtable, and a number of other platforms and decided that monday.com was the best for our approach.

Before choosing monday.com, I did evaluate Asana, SmartSheet, Airtable, Notion, and ClickUp. Those were the primary solutions that I evaluated for project management, roadmap management, marketing campaign management, and all the use cases that I discussed earlier..”

Shreyans Parekh

Vice President, Finance and Operations at Fruitist

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“Before choosing monday.com, I did evaluate Asana, SmartSheet, Airtable, Notion, and ClickUp. Those were the primary solutions that I evaluated for project management, roadmap management, marketing campaign management, and all the use cases that I discussed earlier.

When comparing monday.com to several alternatives when I was evaluating a project and project management, product road mapping, and workflow management platform for us, I looked at competitors such as Asana, ClickUp, SmartSheet, Airtable, and Notion. In my opinion, competitors such as Airtable and SmartSheet, especially followed by Asana and ClickUp, have worked on their AI and generative AI roadmap to combine database functionality with a very user-friendly interface for knowledge management and project tracking, essentially combining both worlds. Their AI is more sophisticated than what monday.com has released thus far..”

Shreyans Parekh

Vice President, Finance and Operations at Fruitist

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ROI

Real user quotes about their ROI:

“I have seen a return on investment with monday.com, specifically time saved. Because of the automation, and money saved because some of our revenue has become increasing..”

Randolf Jay Tiposo

Technical Consulting Manager at a retailer with 201-500 employees

[Read full review](#) 

“I have not seen a direct return on investment with monday.com; we were a charity and were getting it for free, but there were obviously savings. I just cannot quantify them..”

Sasha Kerbel

Head of Consulting at a consultancy with 1,001-5,000 employees

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“We can see ROI due to the solution's ease of use and improved management capabilities it offers. It has certainly alleviated a lot of pain points for us in management..”

Usman ur Rehman Ahmed

[Read full review](#) 

Vice President for Cloud Application Development and Genereative AI
Solutions at Systems Limited

“I don't know if I can call it a return on investment. Without monday.com, we would still get the job done, but we do tasks a little more efficiently with it..”

Eric Shine

[Read full review](#) 

Program Manager of Operations & Strategy at a consultancy with 11-50
employees

“There was definitely a return on investment, even though it was a little bit pricier. The fact that we didn't have to purchase additional platforms to help us meant we saved a bit of money. We didn't have to pay for a time-tracking platform, which Basecamp, for example, didn't have..”

Tumaini Benjamin

[Read full review](#) 

SEO - PPC Consultant at Unibit Solutions

“I have certainly after using monday.com for about two years now, seen tremendous return on investment and time to value with the platform. As I mentioned earlier, we have about 14% of time savings on average on a given project and about 17 to 18% in cost savings as well, given the resources and man hours that are required for a particular project if we did not have monday.com. monday.com is certainly valuable for the organization and as we are leveraging it for even more projects and workflows, it is becoming more interwoven into the fabric of the company..”

Shreyans Parekh

Vice President, Finance and Operations at Fruitist

[Read full review](#) 

Use Case

“I use monday.com end-to-end – starting as a task tracker and evolving into a core platform for project and program management. I build structured boards for project tracking, team capacity planning, and long-term program oversight. Additionally, I use it as a centralized database for asset and vendor management. I leverage forms and automations for streamlined intake processes, often connecting them to workflows across boards to drive efficiency and scalability..”

Ulkar Gorzen

Sr. Analyst at a tech vendor with 1,001-5,000 employees

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“My main use case for monday.com right now is project planning and organizational task lists.

“A specific example of how I use it for project planning is that when we were deploying and cleaning up our Active Directory, we separated certain groups and folders by tasks and departments, and we were able to catalog and track progress across all different items..”

Verified user

Managing director

[Read full review](#) 

“I use monday.com for project management.

A specific example of how I used monday.com for product management is to keep a list of competitors that we use; it is basically to keep a list of competitors or keep a list of potential prospects.

I also keep track of where our progress is in response to things we have to do regarding my main use case..”

Verified user

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DevOps at a marketing services firm with 51-200 employees

“My main use case for monday.com is organizing ourselves as a company and as an organization, but we also use it for clients as well, embedding it into clients' ecosystems.

“A specific example of how I used monday.com with a client is when they had a lot of paperwork they needed to do across many different systems. We used monday.com to integrate it, streamline it all into one place, and then automate many parts of that system, which they were very pleased with..”

Sasha Kerbel

[Read full review](#) 

Head of Consulting at a consultancy with 1,001-5,000 employees

“My main use case for monday.com is CRM and people management. Most of what we use is as a CRM.

“One specific example of how I use monday.com for CRM and people management is that one of our clients has a business process that can get a lead from Facebook. I use monday.com to integrate their Meta account so they can get their leads from Facebook to monday.com and nurture their customer inside monday.com..”

Randolf Jay Tiposo

Technical Consulting Manager at a retailer with 201-500 employees

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“monday.com acts like a very user-friendly CRM tool that helps us keep our users in check. What we do is run the systems for student accounts and student onboarding, which is the data that gets stored onto monday.com. We use monday.com for its better user experience so that we can extend the access to our tutors, which will have access to all the students in their particular classes, and they can take some actions based on what they want.

“For example, we can provide a monday.com admin action to mark attendance, and the tutor can use that board to mark the attendance for a particular student, and there could be back-end automations running to do the same for the user. There are a couple of automations that run in monday.com, which is probably Google Sheets on steroids with enhanced features, multiple processes, and even automations baked into it.

“As those automations are not fulfilling our purpose, we can have certain values of a column updated or certain parameters of any particular item updated using monday.com automations directly. For example, we can set up automation in monday.com that will mark something that runs every Monday and marks something based on having recurring classes every Monday.

“If we have an absent flow, when the tutor marks absent, we can trigger a particular value in a certain board using monday.com automations. For more complex scenarios, we use the webhooks feature for monday.com so that we can better handle our use cases by calling a webhook in Make.com, Zapier.com, or N8N and call them to do complex workflows directly on monday.com.

“The main use case for monday.com is that, and apart from that, the other day-to-day workflows would be the seamless integrations between multiple different boards and the mirror column facility, which facilitates data to be on one single board but displaying across multiple different regions. With monday.com, we are able to handle thousands and thousands of students that we intake based on our different education brands, like test prep, med prep, or even school-level mathematics.

“Having monday.com makes it more centralized where we can handle student accounts only in one board and then for different classes, we can extend access to

different boards and use mirror columns to showcase the students while we still have one central source of truth..”

Amrit Dash

Automation Engineer at a educational organization with 11-50 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

monday.com is easy to set up. However, for my project, it took a few hours due to its complexity and the need to handle several dependencies and subtasks.

PAULINE Wanjiku

Project manager at WITS

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“My experience with pricing, setup cost, and licensing included licensing being somewhat challenging, having to choose which users we had and such things, but other than that, it was all good..”

Sasha Kerbel

Head of Consulting at a consultancy with 1,001-5,000 employees

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“I rate the product's initial setup phase a seven on a scale of one to ten, where ten is easy and one is difficult.

The product's deployment phase took a day after watching a tutorial from YouTube.

The solution is available on its website..”

Kai Chan

Student at The University of Nottingham Malaysia Campus

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““I wasn’t directly involved in the initial enterprise setup. I started using monday.com at the team level and later transitioned into a centralized environment as adoption scaled.

From a user perspective, onboarding was straightforward. The platform is intuitive and can be adopted quickly without heavy technical setup. Scaling it across teams, however, requires more structure and alignment, particularly around governance and standardization..”

Ulkar Gorzen

Sr. Analyst at a tech vendor with 1,001-5,000 employees

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“I rate the tool's deployment ease as seven out of ten. I found the installation process to be straightforward. Setting up multifactor authentication may take some time for those who are not tech-savvy.

Within a week of management making the decision. It was up and running quickly, taking only a few hours or days for setup. Overall, I would classify the deployment process as simple..”

Usman ur Rehman Ahmed

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Vice President for Cloud Application Development and Generative AI
Solutions at Systems Limited

“monday.com was very easy to set up. It has a lot of out-of-the-box integrations with many of our tools and systems such as Slack, Salesforce, and Tableau. We are using Salesforce Marketing Cloud as well as Salesforce for our core CRM and monday.com integrates well with Salesforce and the entire platform and a number of our other key capabilities that we are leveraging across AWS and DataBricks..”

Shreyans Parekh

[Read full review](#) 

Vice President, Finance and Operations at Fruitist

Customer Service and Support

“Although I never used their customer service, during the setup we received sufficient help and training sessions. I would rate their customer service a ten..”

FabioPereira1

Head of Financial Team at resolutte

[Read full review](#) 

“I have not personally communicated with the technical support of monday.com. I don't know if I needed any help or any cases that needed to be solved, as I'm not the one that's handling it..”

Eilon Gilad

CEO at Belong

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“Customer support has been great. We only had one issue with logging in a few months back and we were able to get on monday.com customer support and get the resolution for our issue within an hour, which was great. The broader support from monday.com has also been fantastic..”

Shreyans Parekh

Vice President, Finance and Operations at Fruitist

[Read full review](#) 

“The customer support from monday.com is very good; when we set it up, we had someone from monday.com help us and it was brilliant.

“I would rate the customer support on a scale of one to ten as a ten..”

Sasha Kerbel

[Read full review](#) 

Head of Consulting at a consultancy with 1,001-5,000 employees

“Tutor satisfaction is definitely one of the points that I would like to share about monday.com. Before monday.com, we were using HubSpot, which, even though it is a very good technical tool, does not provide a very good user interface for people who are not working in sales or people who do not really want to know the technical side of things. Having a simpler UI with technical functionalities of a backend and a good user-initiative front-end, where we can change labels based on certain parameters, is definitely something that the tutors were eager to try out, and they really liked the systems from the time we set it up..”

Amrit Dash

[Read full review](#) 

Automation Engineer at a educational organization with 11-50 employees

“I would rate customer service and technical support an 8/10. Overall, support is responsive, accessible, and helpful for most use cases.

In my experience, they are particularly strong in guiding standard workflows and resolving common issues. However, for more advanced or complex use cases, responses can sometimes be less efficient or more generic, requiring additional iteration to reach the optimal solution.

That said, with clear context and examples, support is generally able to assist effectively. There is an opportunity to further strengthen support for advanced users by providing more tailored, solution-oriented guidance and deeper product expertise in complex scenarios..”

Ulkar Gorzen

Sr. Analyst at a tech vendor with 1,001-5,000 employees

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Other Advice

“I rate monday.com a nine out of ten overall because the role-based access control feature keeps it from being a perfect ten for me. I would definitely recommend looking at the demo for monday.com as you would definitely think it was useful.

Verified user

DevOps at a marketing services firm with 51-200 employees

[Read full review](#) 

“If you're looking for something that can help you in project management or CRM, monday.com is what you need. monday.com is the best, and I would rate monday.com a nine out of ten because some of the features, particularly integration, need improvement so other clients or users can use monday.com seamlessly..”

Randolf Jay Tiposo

Technical Consulting Manager at a retailer with 201-500 employees

[Read full review](#) 

“monday.com helps teams of all sizes work more efficiently by its customization to help centralize planning, tracking, and collaboration, and I can customize it around those parameters.

My advice to others looking into using monday.com is to use it to its fullest capacity..”

Verified user

HITRUST and GRC Consultant at a consultancy with 11-50 employees

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“I would rate monday.com a 9/10. It’s a highly flexible and user-friendly platform that scales from simple task tracking to complex program management.

My advice: invest time upfront in structuring your boards, workflows, and governance. The platform’s flexibility is a major strength, but without clear standards, it can lead to inconsistency. When implemented thoughtfully, it becomes a powerful system for alignment, visibility, and cross-team collaboration—especially in distributed environments.”

Ulkar Gorzen

Sr. Analyst at a tech vendor with 1,001-5,000 employees

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“My advice for those looking into using monday.com is to probably start using it, especially if they are dealing with stakeholders who would want to review things directly on the database side and take actions directly on their own, as monday.com would definitely provide a good user interface and experience for that. I also advise the technical team to probably use a side automation platform

such as [Make.com](#) or a script running on some cloud to talk between platforms using the automation functionality of monday.com.

“We have very good GraphQLs for monday.com that help us do most of the work, with the monday.com community also being good enough to push updates on a regular basis. A one-word description for monday.com is "Google Sheets on steroids", and I think I would stick to that. I would rate this product an 8 out of 10..”

Amrit Dash

Automation Engineer at a educational organization with 11-50 employees

[Read full review](#) 

“I would rate monday.com eight out of ten.

“I give it an eight out of ten because it was very good overall and very helpful, but a few things in terms of being more flexible would have made things even better.

“My advice to others looking into using monday.com is to go for it; it is really good software.

“I have no additional thoughts about monday.com before we wrap up.

“I give this review an overall rating of eight out of ten..”

Sasha Kerbel

Head of Consulting at a consultancy with 1,001-5,000 employees

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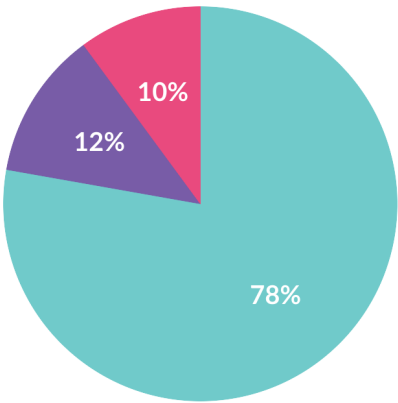
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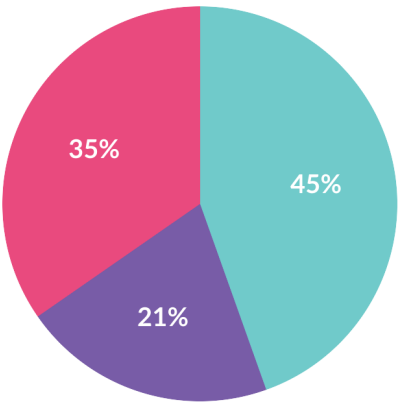


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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