monarch

pendo
CERTIFIED PARTNER

Monarch Direct

Empowering Teams to Unlock the Full Potential of Pendo

ONBOARDING   TRAINING   CONSULTING

Monarch is proud to be *Pendo's first and most-tenured certified services partner*, trusted by both commercial and enterprise customers to unlock the full potential of their Pendo investment.

We have a team of full-time dedicated Pendo-certified consultants that specialize in onboarding, training, and consulting. We have successfully completed over 300 projects that have accelerated Pendo adoption, empowered teams, and delivered measurable results.

Whether you're launching Pendo for the first time or looking to take your existing setup to the next level, our proven approach ensures you get there faster, smarter, and with lasting impact.

In the pages ahead, you'll find a clear, simple breakdown of our service packages, so you can choose the path that best supports your team's goals.

Packages include:

01 | **Pendo Office Hours**

02 | **Hands-On Keyboard Service**

03 | **Custom Strategic Consulting**

04 | **Pendo Basics (Web or Mobile)**

05 | **Pendo Basics+ (Web and Mobile)**

06 | **Pendo Install Review**

07 | **Pendo Guides**

08 | **Pendo Analytics**

09 | **Pendo Listen**

Read on ⬇

Pendo Consulting & Support

These packages are built to fit your unique Pendo needs. Monarch will help you define your goals and create a package that achieves them.

PENDO OFFICE HOURS

Get on-demand expertise to tackle your toughest Pendo questions. Designed for customers who already have Pendo installed, this package provides you with a dedicated Pendo consultant who can offer guidance across a wide range of topics.

Whether it's solving specific challenges, clarifying best practices, or exploring new features, your team will gain the clarity and confidence they need to make the most of Pendo.

HANDS-ON KEYBOARD SERVICE

Get the expert help you need, exactly when you need it. Monarch will quickly understand your use case and jump straight into your application, applying Pendo best practices to deliver results. From tagging features and pages to creating segments and building guides, we'll handle the work so you can stay focused on your priorities.

Purchase in flexible hour packs. No long-term commitment is required.

CUSTOM STRATEGIC CONSULTING

Monarch will provide custom guidance designed to help you advance your priority business outcome.

Pendo Onboarding

These packages are designed to help you implement and learn
the basics so you get rapid value from your Pendo investment.

PENDO BASICS (WEB OR MOBILE)

$5,000

Outcome: *This package gets you ready by completing installation and validating your key data points. You'll plan clear goals and an onboarding approach, then learn through strategy guidance and data analysis to confidently use Pendo's core features.*

Get the most out of your Pendo investment from day one. We'll conduct a thorough review of your Pendo installation to ensure everything is set up for success, then guide you through the core functions of Pendo on one application.

With your dedicated consultant, you'll gain hands-on expertise in:
- **Installation Review** – Validate your setup for accuracy and performance.
- **Tagging** – Organize and track user activity with precision.
- **Guides** – Create impactful, in-app messages and walkthroughs.
- **Analytics** – Understand user behavior and measure impact.
- **Governance** – Keep your Pendo environment clean, consistent, and future-proof.

PENDO BASICS+ (WEB AND MOBILE)

$8,000

Outcome: *This package gets both your web and mobile apps ready with accurate installation and validated data points. You'll plan clear goals and onboarding across platforms and then learn how to use tagging, guides, and analytics to drive adoption.*

Perfect for teams managing both web and mobile versions of the same app, this package delivers the expert guidance you need to drive adoption across multiple experiences.

Your dedicated consultant will cover both the technical and strategic sides of Pendo. We'll start with a comprehensive technical discovery and installation review to ensure everything is optimized, and then dive into the core capabilities that will help your team succeed.

- **Technical Discovery** – Understand your architecture and tailor Pendo to your environment.
- **Installation Review** – Verify accuracy and performance for both applications.
- **Tagging** – Precisely capture and categorize user activity.
- **Guides** – Build impactful in-app experiences for each platform.
- **Analytics** – Gain clear, actionable insights from user data.
- **Governance** – Maintain consistency, cleanliness, and scalability.

Pendo Onboarding

These packages are designed to help you implement and learn the basics so you get rapid value from your Pendo investment.

PENDO INSTALL REVIEW

$2,000

Outcome: *This package gets you ready from day one by completing installation and validating the data points you need. With a quick, thorough review, you'll start collecting clean, reliable data to make confident decisions right away.*

Through Technical Discovery and Installation Review, we'll:
- Verify your setup for accuracy and performance
- Ensure your data is healthy, reliable, and free of PII
- Identify and address any issues before they impact results

PENDO GUIDES

$4,000

Outcome: *This package helps you develop your priority use cases and analysis of user behavior with Pendo Guides. You'll accelerate adoption by implementing targeted in-app experiences, monitoring results, and iterating for lasting impact.*

Turn Pendo Guides into a powerful tool for shaping your users' journey and driving adoption. Designed for customers who already have Pendo installed, this package helps you unlock the full potential of Guides' rich functionality.

With an expert Pendo consultant, you'll understand how to use Guides to influence your users' behavior along their journey.

Pendo Onboarding

These packages are designed to help you implement and learn the basics so you get rapid value from your Pendo investment.

PENDO ANALYTICS

$4,000

Outcomes: *This package shows you how to use Pendo Analytics to capture baseline metrics, measure the impact of feature releases, and build executive dashboards. With expert guidance, you'll accelerate smarter product decisions by transforming raw data into insights your team can act on.*

Unlock the full power of Pendo's analytics and reporting to make smarter, faster product decisions. Designed for customers who already have Pendo installed, this package helps you transform raw data into clear, impactful insights.

An expert Pendo consultant wil help you learn how to:
- Capture baseline product metrics to measure success over time
- Build a comprehensive executive dashboard for key data at a glance
- Track the impact of feature changes and releases

PENDO LISTEN

$4,000

Outcome: *This package helps you learn through strategy guidance and data analysis to capture and prioritize user feedback with Pendo Listen. You'll accelerate impact by turning top requests into targeted product changes, monitoring outcomes, and iterating based on results.*

Put Pendo's Listen product to work for your business goals. In this package, you'll work with a dedicated Pendo expert who will guide you through best practices for capturing, analyzing, and acting on user feedback.

You'll know exactly how to use Listen to surface the insights that matter most and turn them into actions that move your business forward.

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Accelerate Adoption.
Maximize ROI.
Scale with Confidence.

Pendo is a powerful platform, but successful implementation and adoption require expertise, strategy, and support.

As Pendo's trusted partner, Monarch ensures a seamless onboarding and adoption experience that drives strong business outcomes.

OUR EXPERTISE INCLUDES

- Onboarding
- Customer Support
- Implementation & Onboarding Support
- Technical Account Management
- Specific Expertise in:
  - Guides
  - Tagging
  - Analytics & Segmentation
  - Advanced Reporting
  - Session Replay
  - NPS
  - Listen

400+ Successful projects supporting Pendo

5 U.S.-based full-time team members dedicated to Pendo

4+ Years helping firms implement and adopt Pendo

AICPA SOC aicpa.org/soc4so SOC for Service Organizations | Service Organization

SOC 2 Compliant

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We know there's a lot involved with implementing, maintaining, and getting value out of a powerful product like Pendo.

Here's how Monarch helps:

Onboarding

Monarch delivers fast, efficient Pendo activation and onboarding to accelerate adoption across your organization.

Training

We help your organization maximize Pendo by enabling key functionality and providing tailored training to ensure your teams use it effectively.

Consulting

Monarch provides assistance with the implementation of Pendo along with a solutions catalog designed to drive adoption and maximize platform usage.

1 Schedule a Chat
Talk with us about your Pendo needs.

2 Roadmap Your Success
Our team will dive deep to understand your goals and technology ecosystem.

3 Let Us Do the Heavy Lifting
We'll craft solutions and provide the resources to achieve your desired business outcomes.

"

A few years ago, our success in scaling made us realize we needed partners to help deliver the same high-quality onboarding experiences our customers had come to expect. Working with Monarch really helped us from a scaling and financial perspective."

JENNA MCLAUGHLIN
SENIOR DIRECTOR OF RENEWALS
PENDO

Start generating business, customer, and employee value *with Pendo.*

Monarch, based in Franklin, TN, provides implementation, configuration, and consulting services for firms and SaaS providers. For more information, visit monarchpsg.io and connect with us on LinkedIn.

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