

Modo Services Ecosystem

Enterprise-Grade Support and Expertise to Power Your Workplace App—From Launch to Long-Term Success

Modo Workplace is your company’s mobile front door—a modern, all-in-one workplace experience (WEX) app built for the dynamic needs of today’s enterprise. It gives employees personalized, just-in-time access to the tools, information, and updates they need to stay connected and productive, whether they’re at headquarters, a satellite office, or working remotely.

More than just a communications hub, Modo transforms how people engage with their work environment. From finding a desk or booking a meeting room to navigating office events or accessing IT support, everything your team needs is right at their fingertips—on any device.

Trusted by forward-thinking organizations around the world, Modo helps create a more connected, informed, and collaborative workplace—one experience at a time.

Why Enterprise Users Choose Our SaaS Platform

Enterprise customers choose Modo for a secure, scalable, and easy-to-integrate platform that empowers teams to launch and evolve powerful workplace apps—fast and hassle-free.



Single, Scalable Solution

Deploy once, update instantly, and scale effortlessly across all locations and devices.



Pre-Built Integrations

Seamlessly integrate with any system—built to meet complex enterprise needs at scale.



Out-of-the-Box Tools

Jumpstart and evolve your app with starter kits, templates, and proven launch plans.



Low-Code Development

Empower every team to shape the app with an intuitive, no-code builder—no technical skills needed.



Enterprise-Grade Security

Enterprise-grade security with AWS hosting, SOC 2 Type II certification, GDPR compliance, and full data encryption.

Dedicated Support Tailored for Enterprise Success

Because we serve complex, fast-moving enterprises, we understand that a powerful platform alone isn't enough. That's why Modo offers premium support and professional services designed to ensure your success every step of the way—from seamless implementation to ongoing optimization.

Our service model helps you launch faster, innovate smarter, and operate with confidence.

Modo Premium Hosting: Powering Performance with Precision

Modo Premium Hosting is a fully managed SaaS platform built to deliver unmatched performance, security, and reliability for the enterprise. We take care of everything—from infrastructure lifecycle and continuous platform upgrades to 24/7 performance monitoring and robust security measures like always-on encryption and intrusion detection—so your teams can focus on creating exceptional workplace experiences.

With dedicated, single-tenant servers and flexible resource allocation, your app enjoys isolated resources that ensure speed and stability even during peak usage. Our 99.5% uptime guarantee means your app stays accessible and responsive around the clock, while support for BYOK and dedicated encryption keys offers you full control over data security. This scalable, enterprise-grade solution is tailored to meet the evolving needs of complex organizations worldwide.



BUSINESS IMPACT

- ✓ Ensures your workplace app stays online and performant, even during high-demand periods
- ✓ Provides peace of mind with enterprise-grade security and compliance
- ✓ Offers scalability and flexibility to grow with your organization's evolving needs
- ✓ Frees your internal teams from infrastructure maintenance, letting them focus on innovation and user engagement
- ✓ Tailored management and priority support mean faster issue resolution and smoother app operations



400+
successful
deployments

10M+ users
supported

**Customers
in over 100
countries**

Modo's service ecosystem is built for enterprises that demand resilience, speed, and customization.

Modo Design Services: Crafting Experiences That Resonate

Modo Design Services go beyond aesthetics to shape how your employees feel every time they open your workplace app. Recognizing your app as a vital reflection of your brand, we partner closely with you to create polished, intuitive experiences that align seamlessly with your identity and resonate with your users. From custom branded themes and interactive components to comprehensive persona-based design, our experts translate complex workflows into elegant, user-friendly interfaces. Whether you need light-touch guidance or full custom execution, we ensure your app not only looks exceptional but drives adoption, engagement, and trust.

By collaborating with a dedicated design consultant, you gain access to tailored design strategies that elevate employee interaction and simplify app administration. From validating user experience before launch to ongoing iteration, we help bring your vision to life with creative solutions that inspire action.



BUSINESS IMPACT

- ✓ Elevates user adoption and engagement through intuitive, brand-aligned design
- ✓ Simplifies workflows, making complex tasks easy and efficient
- ✓ Enhances brand consistency across all app touchpoints, building trust
- ✓ Empowers administrators with streamlined, user-friendly interfaces
- ✓ Drives sustained success by creating a workplace app employees enjoy using

Modo Premium Support: Proactive Support for Peak Performance

Modo Premium Support delivers enterprise-grade, high-touch assistance designed to maximize your workplace app's impact. With a dedicated Technical Success Manager and expert support team focused on your app and environment, we guide you through seamless onboarding, ongoing optimization, and proactive issue resolution. Our 24/7 prioritized support, personalized training, and consultative review sessions ensure your teams have the resources and expertise needed to unlock the full potential of your platform. From aligning the app experience with your culture to refreshing design elements and evolving workflows, Premium Support empowers your organization to thrive with confidence.

Tailored SLAs and weekly collaboration calls keep your goals front and center, while flexible training and expert guidance elevate your internal capabilities. Whether you're scaling usage or enhancing functionality, Modo's Premium Support is your partner for consistent, smooth operations and measurable success.



BUSINESS IMPACT

- ✓ Accelerates issue resolution with prioritized, 24/7 expert support
- ✓ Drives higher app engagement and adoption through personalized training and mentorship
- ✓ Reduces operational overhead, freeing your team to focus on strategic initiatives
- ✓ Aligns app experience with organizational culture for stronger user satisfaction
- ✓ Provides proactive consultative reviews to continuously optimize app performance

BYOK and Dedicated Encryption Keys: Your Keys. Your Control.

In today's data-driven world, privacy, confidentiality, and compliance are non-negotiable. Modo supports Bring Your Own Key (BYOK) encryption, empowering your organization with full control over data access and protection.

With BYOK, you create, manage, rotate, and revoke your own encryption keys—on your terms and timeline. You are the sole authority over decryption and data access, ensuring that only approved users, teams, or systems can interact with your information.

BYOK puts you in charge of securing your app's data across users, departments, and roles with granular access policies. It enables you to meet strict regulatory requirements (like GDPR, HIPAA, and SOC 2), and sends a clear signal to your stakeholders: you take data privacy seriously.

Whether you're operating in a highly regulated industry or simply want maximum control and assurance, BYOK strengthens your security posture—without compromising usability or performance.



BUSINESS IMPACT

- ✓ Empowers your team with total control over encryption key lifecycle management
- ✓ Supports compliance with industry and regional data protection standards
- ✓ Enhances brand trust by demonstrating a proactive stance on privacy
- ✓ Enables fine-grained access control by user, group, or persona
- ✓ Reduces risk by ensuring only you can decrypt and access sensitive data

Administration Services: Extend Your Team Without Adding Headcount

Running a reliable, up-to-date app requires consistent attention—and sometimes your internal resources just aren't enough. Modo's IT & App Administration Services are designed to step in when your team is stretched thin or needs specialized support.

Whether you're managing seasonal spikes, launching a new initiative, or navigating turnover, our experts handle the day-to-day tasks that keep your app running smoothly. From content updates and backend maintenance to custom integrations and AWS resource management, we take care of the technical heavy lifting so your team can stay focused on strategy.

Our team becomes an extension of yours—filling gaps, adding muscle, and ensuring nothing slips through the cracks.



BUSINESS IMPACT

- ✓ Ensures operational continuity when internal resources are limited
- ✓ Offloads routine app management tasks so your team can focus on high-value work
- ✓ Accelerates time-to-market for updates, integrations, and new features
- ✓ Improves app reliability and user satisfaction through consistent backend oversight
- ✓ Scales easily with your needs—short-term coverage or long-term partnership

Developer Bootcamp: Accelerate Innovation with In-House Expertise

Empower your technical team to go beyond standard features and unlock the full potential of the Modo App Platform. The Modo Developer Bootcamp equips your developers and IT professionals with the tools, patterns, and skills to build, integrate, and deploy powerful custom functionality using Modo XModule™ Widgets.

Designed for technically advanced teams, this intensive certification program enables organizations to create scalable, enterprise-grade digital experiences tailored to their unique workflows, systems, and user needs. Whether you're streamlining internal operations or building bespoke integrations with enterprise platforms like ServiceNow, FM:Systems, or Salesforce, the Developer Bootcamp gives your team the capabilities to deliver faster, smarter solutions—on your terms.



BUSINESS IMPACT

- ✓ Accelerates delivery of tailored, business-specific features and functionality
- ✓ Reduces reliance on third-party developers or vendor customization
- ✓ Enables deep integration with enterprise systems through RESTful APIs
- ✓ Increases agility by empowering internal teams to address new use cases quickly
- ✓ Enhances the performance and value of your Modo app through scalable widget development
- ✓ Builds institutional knowledge and long-term self-sufficiency within your dev team

Implementation & Go-Live: Launch with Confidence and Speed

Rolling out a workplace app is a major milestone—and Modo ensures you get it right the first time. With our proven deployment process, experienced team, and scalable framework, you'll go live quickly while setting the foundation for long-term success. Whether you're launching a pilot or scaling across the enterprise, we help you move fast without compromising quality, security, or impact.

From kickoff through post-launch optimization, our structured approach gives you early wins and future-ready flexibility. We align our process to your goals, integrating with your systems, branding, and business priorities every step of the way.



BUSINESS IMPACT

- ✓ Accelerates time-to-value with a clear 90-day pilot-to-production timeline
- ✓ Minimizes rollout risk through structured phases, expert guidance, and best practices
- ✓ Aligns deployment with organizational goals and user needs from day one
- ✓ Ensures scalability, security, and long-term viability of your app investment
- ✓ Drives adoption through tailored UX and stakeholder enablement

Custom Integration Development: Tailored Innovation That Drives Engagement

Unlock the full potential of your workplace app with Modo's Custom Integration Development services. While our platform comes equipped with a robust out-of-the-box feature set, every organization has unique needs. That's where we come in—transforming your vision into reality with custom-built widgets, API integrations, and advanced workflows designed specifically for your environment.

Whether you need to bridge the gap between systems, automate workflows, or build entirely new user experiences, our Modo-certified developers work as an extension of your team. From ideation to deployment, we provide white-glove service that ensures your custom solutions are scalable, secure, and seamlessly integrated with your enterprise systems like ServiceNow, FM:Systems, Salesforce, Envoy, Avaya, and more.

Our Custom Integration Development services are designed to reduce complexity while increasing app “stickiness”—driving deeper user engagement by delivering exactly what your users need, where and when they need it.



BUSINESS IMPACT

- ✓ Delivers bespoke digital solutions for business-specific workflows and use cases
- ✓ Reduces friction by integrating seamlessly with your existing enterprise systems
- ✓ Provides strategic agility with fast, flexible deployment of new capabilities
- ✓ Offers long-term scalability and maintainability with white-glove development support
- ✓ Sample custom integrations include: booking, visitor management, workflows, and alerts

The Value of Our Services Ecosystem

Modo's Professional Services and Support offerings are not just add-ons—they are a core part of your success. From deployment to long-term management, we work alongside you to ensure your workplace app evolves as your people and priorities do. Whether you're scaling globally or integrating deeply with enterprise tools, we've got you covered—every step of the way.

What Sets Modo's Services Ecosystem Apart



Strategic Partnership

We don't just deliver services; we act as an extension of your team, guiding you through complex decisions and growth opportunities.



Flexible Engagement Models

Whether you need full-service support or targeted expertise, we tailor services to your team's bandwidth and business goals.



Full Lifecycle Support

From initial rollout to long-term innovation, our ecosystem is built to support your entire journey.



Proven Outcomes

Hundreds of enterprises have accelerated adoption, improved satisfaction, and unlocked ROI faster with Modo's expert guidance.

End-to-End Coverage Across Key Areas:

From deployment to optimization, Modo's services support every phase of your app journey—including implementation, content management, integrations, security, developer training, and continuous improvement.

PLAN

Implementation
Bootcamp

BUILD & LAUNCH

Design
Hosting

RUN & SUPPORT

Support
IT/Admin

SECURE & SCALE

BYOK
Governance

Business Impact at Every Stage:

- ✓ Reduces internal workload with expert-managed services
- ✓ Future-proofs your investment through continuous innovation
- ✓ Speeds up time-to-value while ensuring long-term scalability
- ✓ Bridges the gap between technical complexity and user experience
- ✓ Increases stakeholder confidence and user adoption