



 50skills

Enterprise Customers Onboarding & Implementation Guide

About This Guide

This guide explains how 50skills works with enterprise customers during onboarding, implementation, and rollout. It is designed to give you a practical overview of what to expect — including how enterprise subscriptions are structured, how implementation typically works, what support is available, and how customers usually expand usage after their first workflow goes live.

- Because every enterprise engagement is tailored to the customer, the exact setup may vary depending on your organization's needs, technical environment, preferred level of support, and implementation scope. This guide reflects the standard approach while leaving room for customization where needed.

Enterprise Subscription — Core Platform Access

Enterprise subscriptions are flexible and built around each customer's needs. This includes platform access, support structure, service levels, and any required configuration or customization. Features can also be enabled or disabled per account upon request.

Workflow Builder

Full workflow builder with all features and functionality

Credits

Action credits capped per account based on the agreed package

Unlimited Users

No per-seat limits on your account

Live Support

Customer support and first-level support on request

Resources

Help center, tutorial videos, and recorded walkthroughs

Workshops

Free customer workshops included

Template Library

Full access with one-click duplication into your account

AI Navigator

Build and edit workflows using natural language

Kickoff Session

A dedicated session to get you started

Enterprise Pricing

Enterprise agreements are based on custom quotes and are typically structured around credits, payment terms, support structure, and configuration requirements.

Credits

Credits are allocated monthly or annually based on estimated workflow action volume.

Estimates are typically based on:

- The number of processes you plan to build
- The number of actions in each process
- How many of those actions are AI-based
- How many people will go through each process each month or year

Support Structure

Support starts at a minimum of up to **1 hour per week**. We recommend 1 hour per week per 1,000 employees as a benchmark for requirements. Unused support time does not roll over between weeks or months. Support levels can be increased based on organization size and implementation requirements.

Payment Terms

Payment plans are flexible and may be structured as:

- Monthly
- Quarterly
- Annual
- Longer payable terms, where agreed

Multi-year contracts are available. Annual upfront payments receive a discount, and additional discounts may apply for multi-year commitments.

Configuration & Customization

Enterprise pricing also reflects whether features such as **SSO** are enabled, along with any other requested customizations.

For current self-serve plan details, visit 50skills.com/pricing.

Optional Add-On: Forward Deployed Engineer

For organizations that want more hands-on support, 50skills offers a **Forward Deployed Engineer** services. This provides direct access to a 50skills expert who works with your team to build workflows, support implementation, help configure integrations, and train internal users. Support can be delivered **on-site or remotely**, depending on location and requirements.

Minimum Purchase

1 day per week, equivalent to approximately **32 hours per month**

Pricing

Starts at **EUR 6,000 for 4 days per month**

Cancellation

Requires **30 days' notice**. Availability depends on current capacity — booking in advance is recommended.

Delivery Options

Can be delivered through 50skills directly or via **approved partner consultancies**. The service can be paused and resumed, with arrangements tailored to each enterprise customer.

- Many customers choose to build everything themselves in the platform, while others prefer to work alongside a partner or a 50skills expert as they get started.

How Implementation Works — The Kickoff

Every enterprise engagement begins with a **kickoff call**. The purpose of that call depends on how far along you are in your planning.

If you have not yet selected a starting process

The kickoff serves as a working session to identify the best place to begin. We review your current processes, discuss opportunities, and help identify the process that is likely to have the highest impact as a first implementation.

If you have already selected a starting process

This is typically the recommended approach. The kickoff focuses on understanding how the process works today and how you would ideally like it to work in the future. From there, we map the ideal workflow together — often using a whiteboard or building directly in the platform. The session is recorded for reference.

Building the First Workflow

After the kickoff, we begin building the first workflow — often on-site or immediately following the session. We typically start with placeholder actions to get the structure right before wiring anything into live systems.

01

Map the Workflow Structure

Define the end-to-end flow using placeholder actions before connecting live systems.

02

Identify & Configure Integrations

Some integrations require a single authentication key; others require additional discovery, dedicated meetings, or sandbox access for testing.

03

Collaborate on Details

Work through contracts, forms, workflow step details, input from stakeholders, and documentation of how the process works today and should work in the future.

04

Test with Dummy Data

Once a first working version is ready, we test using dummy data. Feedback is gathered through Loom recordings, short review calls, and iterative changes.

05

Go Live & Handoff

When ready, we agree on a go-live timeline, align with internal stakeholders, and hand over control to your team. 50skills can also support the internal rollout and adoption process.

Internal Enablement & What Happens After Go-Live

Once the first process is live, most customers move directly to the next one. Internal enablement is an important part of long-term success.

Our Recommendations

- Complete one workflow before starting the next
- Assign an internal champion to own the project
- Ensure that person understands how the workflow was built so they can support others internally

That said, some customers prefer to run multiple processes in parallel or have several teams working on workflows at the same time.

Ongoing Evolution

Processes naturally continue to evolve over time. Some workflows go through many iterations over months or years as requirements change and improvements are introduced.

These updates can be made directly by the customer in the platform, which is designed to be easy to maintain and adjust.

- 📄 Some customers ask us to run **custom workshops** for internal teams to help expand usage across the organization. Others have hosted **internal hackathons** with us to explore new use cases together.

Implementation Timeline

We typically commit to getting the first process live within **30 days**. Some workflows can go live much faster — sometimes within a few hours — especially where suitable templates or agent prompts already exist for the use case.

Integration Complexity

The number and complexity of third-party integrations required affects the overall timeline.

Internal Availability

Access to the right stakeholders and decision-makers on the customer side is often the key variable.

Homework Completion

How quickly customer-side clarifications, approvals, and documentation can be completed.

System Access

Access to live systems, sandbox environments, and relevant internal tools.

- ❏ In many cases, **building the workflow itself does not take 30 days**. The longer timeline usually reflects coordination, access, and approval dependencies rather than the build alone.

Self-Serve & Trial Options

Anyone can try the platform for free. Visit 50skills.com and click **Free Trial**, or sign up directly at journeys.50skills.app/signup/company. If your team already has a trial account, an existing team member can add you to it.



Free Trial Access

Full platform access with no commitment required to get started.



Template Library

One-click duplication of templates directly into your account.



AI Navigator

Build and edit workflows using natural language — no technical expertise required.



Help Center

Detailed articles, tutorial videos, and recorded walkthroughs available on demand.



Community

A growing community of HR and operations managers sharing workflows and best practices, with regular meetups online and in person.

Your 50skills Team

Every enterprise customer is assigned a dedicated **account manager** as their main point of contact. Behind that account manager is an implementation team based in **Iceland, Sweden, and the UK**, available to support customers remotely or on-site as needed.

Dedicated Account Manager

Your primary point of contact throughout onboarding, implementation, and beyond — available to coordinate across the full 50skills team on your behalf.

Implementation Team & Partners

50skills also works with approved partner consultancies that can take on implementation work in part or in full, subject to customer approval. As implementation progresses, additional stakeholders can be brought up to speed through meetings, recordings, workshops, or other onboarding support as needed.