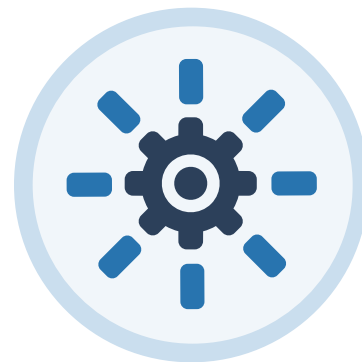


Implementation Overview



Unite Us has onboarded thousands of partners onto our SDoH platform, and from that experience, we've developed a proven implementation methodology to set our customers up for success. The process is designed to provide new partners with a seamless transition from kickoff to go-live. Implementation consists of three phases: Planning, Engagement, and Onboarding.

01 Planning



In the Planning phase, we take the time to understand your organization's priorities, drivers of success, and values. We create a project plan and implementation timeline that leverages our expertise and accounts for the unique goals of your organization. During project scoping, we'll explore key workflows, identify dependencies, and develop an approach that meets your needs.

02 Engagement



Technology is only as good as those using it. That's why we invest in helping your users understand the value our platform can bring to them and your clients. Our engagement process builds buy-in and excitement with end users by confirming key workflows and providing adjustments for unique scenarios when needed. At the end of this phase, users will feel empowered to use Unite Us to connect clients directly with service providers.

03 Onboarding



Getting access to a new technology shouldn't be hard. In the Onboarding phase, we offer multiple training modalities and opportunities. We'll ensure all users are configured to match the right functionality so they're set up for success from day one. After your users are onboarded, they'll have ongoing access to training resources and user support to ensure long-term success.

Goals and Objectives

- Understand your vision, goals, and value drivers for the partnership and project.
- Develop a mutually agreeable implementation timeline based on deliverables and project scope.
- Design and deliver user engagement strategy.
- Review configuration options and determine initial setup to meet technical and data requirements.
- Review and execute training approach.
- Following go-live, complete hand-off to Unite Us' Customer Success and support teams.

What to Expect During Implementation

We know everyone's time is precious and your team is on the frontlines serving clients. With this in mind, Unite Us scopes timelines based upon years of experience and the unique needs of your project.



Implementation duration may vary depending on the size and scope of the project.

Structure

- Weekly one-hour meetings
- Status Report and action items for Unite Us and your team in between sessions

Getting Started

- Ensure you have support from your operational leadership.
- Consider your organization's internal bandwidth to support this process:
 - Assign a project lead who will be Unite Us' main point of contact during the implementation process.
 - Expect and plan for end users to commit to at least two, one-hour meetings for engagement and training opportunities.
- Identify your project leads.
- Schedule implementation kickoff.
- Schedule recurring weekly meetings.

Visit UniteUs.com to learn more about our solutions.