CLIENT ONBOARDING-SUPPORT PROCESSES

1. Client identifies all individuals who will be managing their platform interface - the “Admins”.
2. EVHC provides a census of employees (first name, last name, email address) covered under the plan. EVHC (via Luminare) pays PEPM to Vigoroom for these employees.
3. Client has the option to include employees who are not on the plan. Client pays Vigoroom directly for those employees.
4. One Client Admin completes a short online wellness survey describing company demographics, culture, goals and expectations.
5. All Client Admins, the EVHC Consulting & Client Services rep join the Vigoroom Client Success rep for a 1-hour pre-launch planning meeting with the following agenda:
    a. Review responses from the wellness survey.
    b. Receive a review of the user experience and the administrative back-end.
    c. Decide how involved admins want to be in administering the platform.
    d. Agree on an incentive budget and the onboarding Sweepstakes.
    e. Agree on a launch strategy, including pre-launch promotional messaging.
    f. Plan the first 90 day activity calendar, including Challenges and Gamify-It tasks.
6. In the administrative back-end, Vigoroom Client Success rep provides a written overview of meeting highlights and the launch strategy. Vigoroom Client Success rep shares these notes with EVHC Consulting & Client Services rep and posts it as a shared note in the admin panel.
7. Vigoroom Client Success rep follows up with Client Admins to help with all aspects of the launch, the ongoing activites, and maintenance of the 90-day calendar.
8. Vigoroom Client Success rep schedules regular follow-up quarterly meetings to track progress and plan future platform activities. EVHC Consulting & Client Services rep is invited to these meetings as well.
9. Any pertinent information, requests or problems that arise between quarterly meetings to be shared with EVHC Consulting & Client Services rep so they are always “in the loop” and not blindsided.