

What it's like to work with Navigate

# Making your job easier

Maybe you already have a wellbeing partner but aren't completely happy with your vendor. Maybe you've been thinking of starting a wellbeing program and are worried about the extra burden on your admin team. Or perhaps it seems there are just too many options to choose from.

Whatever your situation, we thought it might be helpful to give you an idea of what it's like to work with Navigate. What we would do for you (quite a lot!), what would be required of you (as little as possible), and how our process works.

**Our goal: Help make your job easier, your employees' lives better, and your organization stronger.**



**The experience.** We believe that it's our job to adapt to being your wellbeing partner—not the other way around. We want to build a wellbeing program that prioritizes your needs, your organization's strategic priorities, your employees' values, and your company's culture. By configuring our services to your needs, we help to create a wellbeing program that's the right fit.



**The platform.** We built the Navigate platform with you in mind. Just as every individual is on their own journey to better wellbeing, so is every organization. That's why our platform was designed to be flexible, so we can easily personalize your experience.



**The service.** Our responsive, above-and-beyond service will lighten your load as much as possible so you can focus on other responsibilities. We don't leave you hanging after launch—we set regular touch-points with every client to ensure we're meeting their needs. Each client receives a go-to account support team throughout their relationship with Navigate.

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They are so refreshing.  
It's easy. Everything  
with them is kind of like  
a breath of fresh air.

Heidi Husk, Employee Wellbeing and  
Safety Manager – Nebraska Medicine



### For employers:

A robust benefits and wellbeing hub that you and your employees will love



### For consultants:

The offering, flexibility, and ease of use that every client deserves



### For health systems:

Maximize your positive impact on the health and wellbeing of your staff, patients, and greater community

# Ongoing support

The implementation process is only the beginning of the support you receive from Navigate. We stay connected and provide guidance throughout your program to build on the foundation created during implementation. We'll also share details about any upcoming platform enhancements.

The Navigate team will continue to provide year-round support after the portal launches. That includes strategic guidance, data analytics reviews, and administrative support. They'll also serve as a liaison to our marketing and technology teams.

## Discovery & kickoff

We listen and learn about your needs, values, and goals. We seek to understand your benefits ecosystem and culture. Taking all that into consideration, we help you create new efficiencies and explore bigger possibilities.

## Portal & program design

We work together to build exactly the right strategy and program for your population today and set you on a path towards where you want to be tomorrow.

## Marketing & communications

They won't use it if they don't know about it, so we help set your program up for success with custom communication materials to promote your new resources.

## Review, testing, & sign-off

We run through a demo of your platform together and finalize details to make sure it's everything it needs to be.

## Administrative training

We teach you how to use the dashboard to pull real-time data and analytics so you'll feel well-trained and ready to go.

## Go live

At launch, we're in close contact to answer any questions you or your employees have, and make sure everything runs smoothly.

## Ongoing support

We continue to build and adapt your program with you, and our in-house customer service team is on call to help participants with any questions or issues.

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We are so fortunate to have Navigate as partners – you guys take such good care of us and our team! Seriously, you guys rock.

Casey Fasselius, HR Administrative Assistant at Linn-Mar Community School District



You've got enough on your plate. Let us help lighten your load.

[navigatewell.com](https://www.navigatewell.com)