



Pathway Service Model

Standard Plans

90 days

Onboarding

- ✓ **Account** setup
- ✓ **7 workflow** implementations





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Optional

Training

- ▶ 10 one-on-one training sessions
- ▶ **Self-service training** via Pathway Academy





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Standard Plans

Ongoing

Support

- ↻ 2 video meetings / month
- ↻ Email & Slack support
- ↻ Ticket-based troubleshooting
- ↻ Semi-annual check-in call

