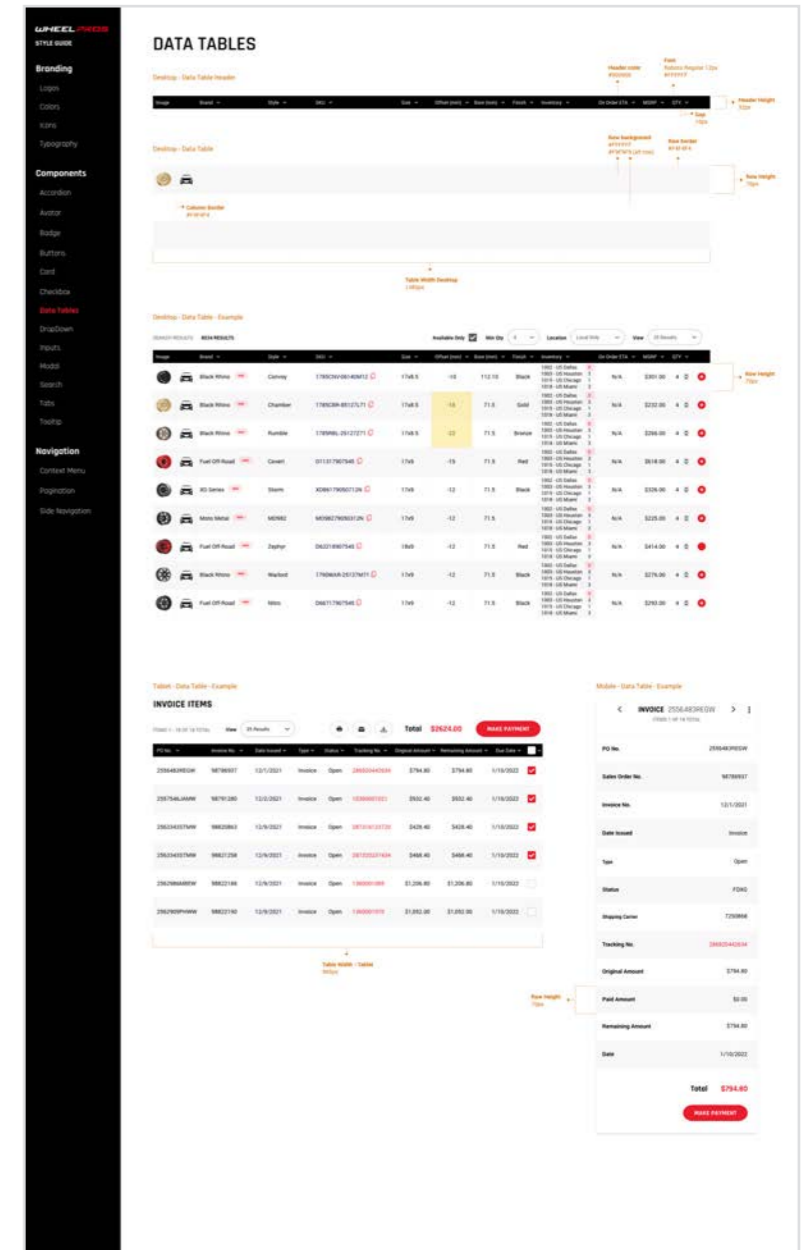
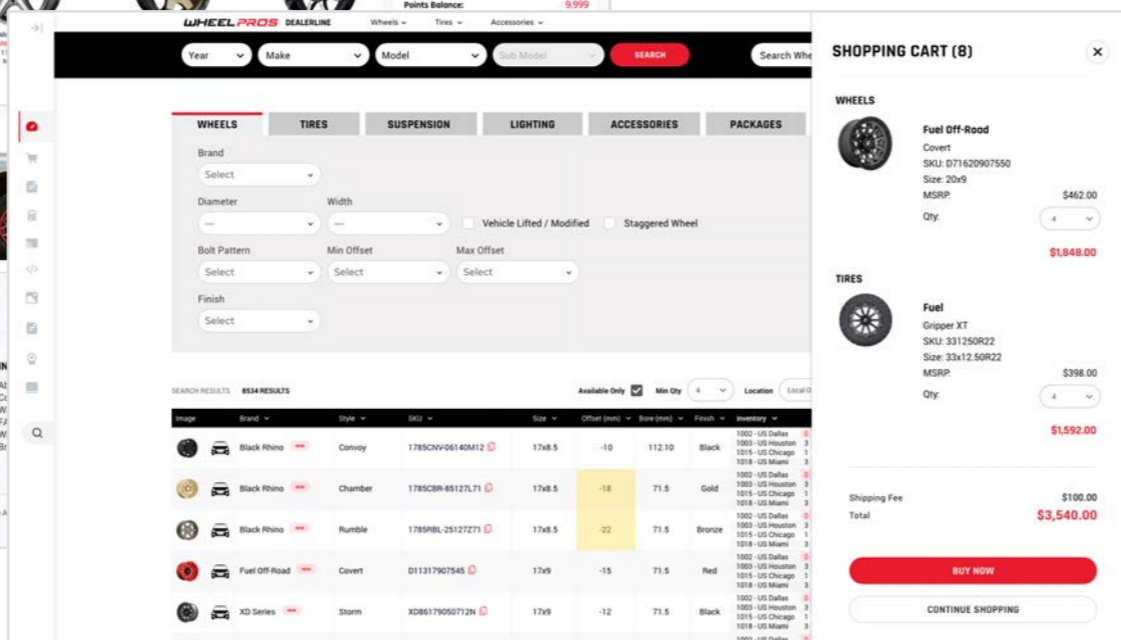
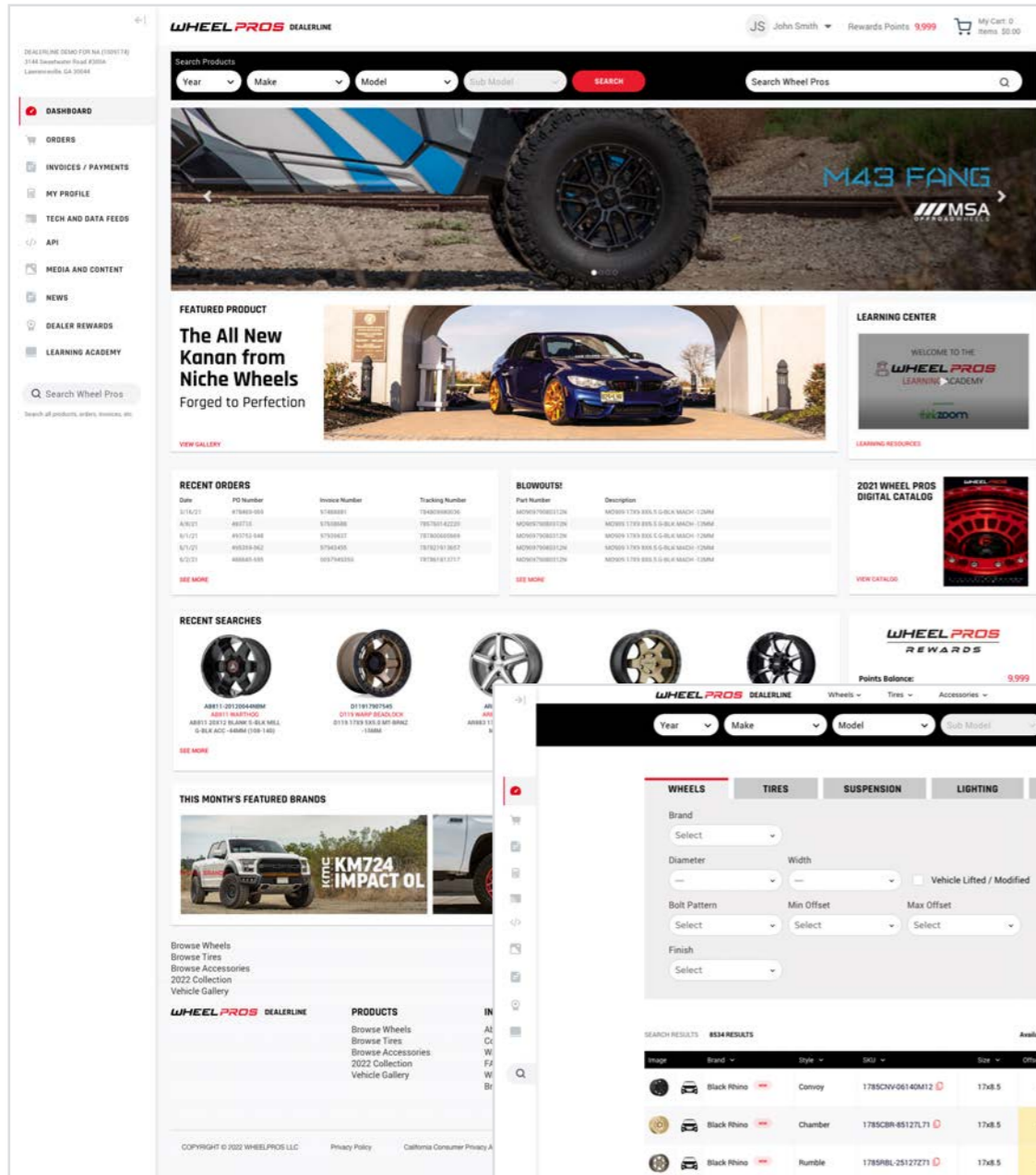


Lynnette Colalillo

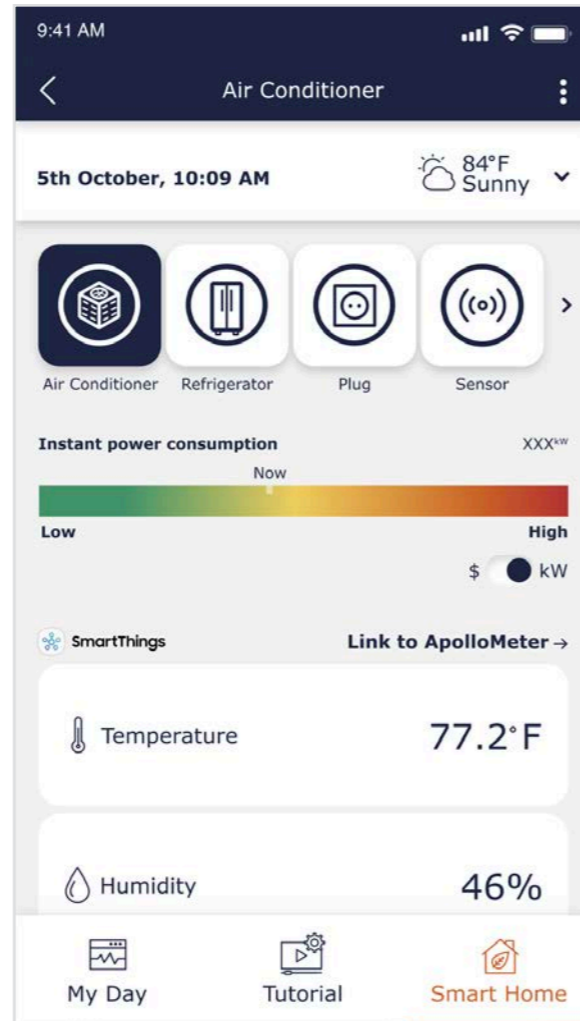
UX Portfolio

CONFIDENTIAL



Client: Wheel Pros
Project: Digital Product Transformation & Design System
Example: Various screens representing application redesign

Led UX engagement at Wheel Pros for over a year, conducting UX Research and Design for the modernization of several digital products, including a Unified Dealer Experience B2B Salesforce Application (show in screens above). Research interviews and feedback analysis were conducted with internal stakeholders and customers to uncover challenges and wishes. Helped to standup Agile UX during this engagement, working closely with business, product, and development teams on implementation and release cycles.



Lauren The Leaf

"I want to inspire others to be more eco-conscious and help the environment and help each other in the process."

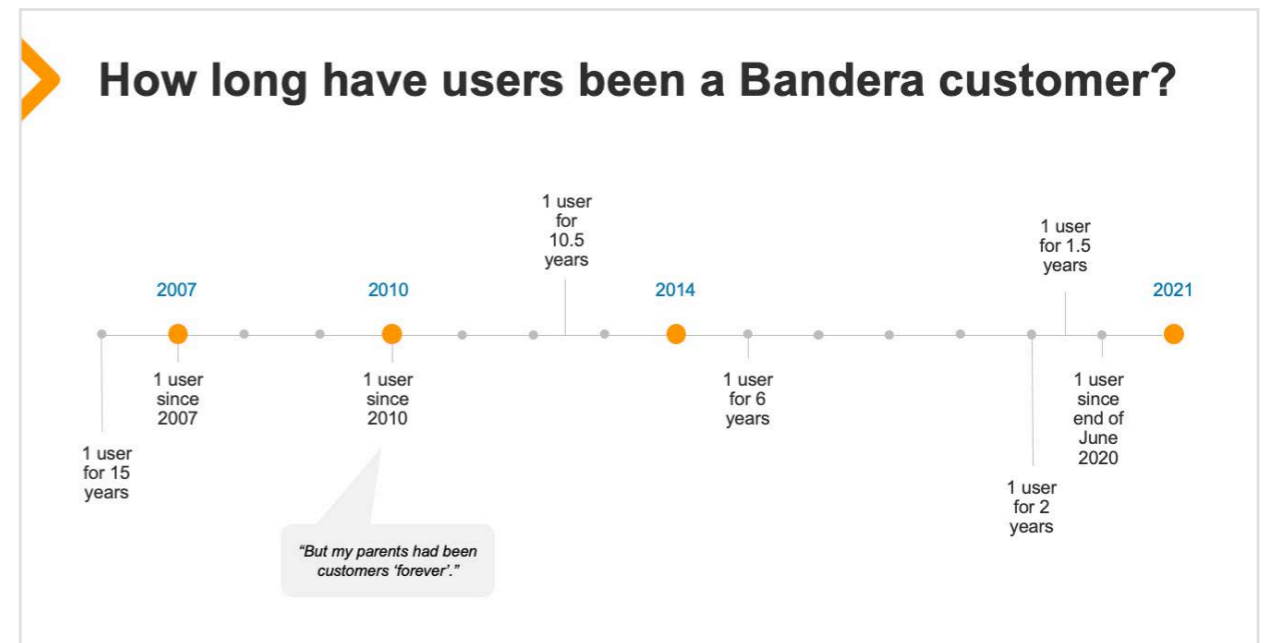
ABOUT

Lauren is a 46-year-old Social Worker. She enjoys being outside and working in her garden. She is a big supporter of renewable energy and is concerned about climate change. She does her part to help the environment including recycling, using reusable bags, and composting – it helps her garden grow. Lauren is passionate about her work and gardening, and recently began an initiative to start a community garden that grows produce to support local food pantries.

Age: 45
Job: Social Worker and Mom

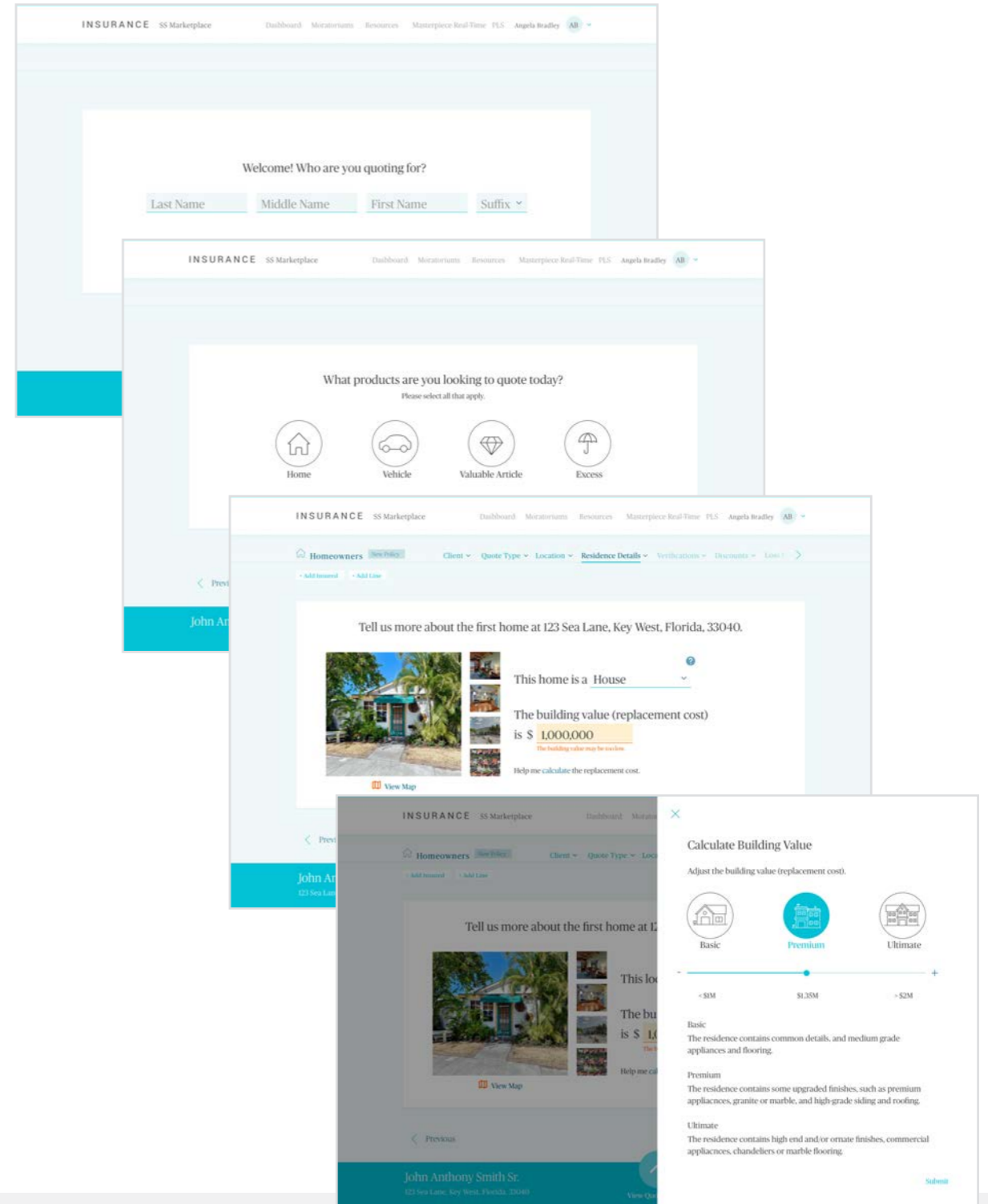
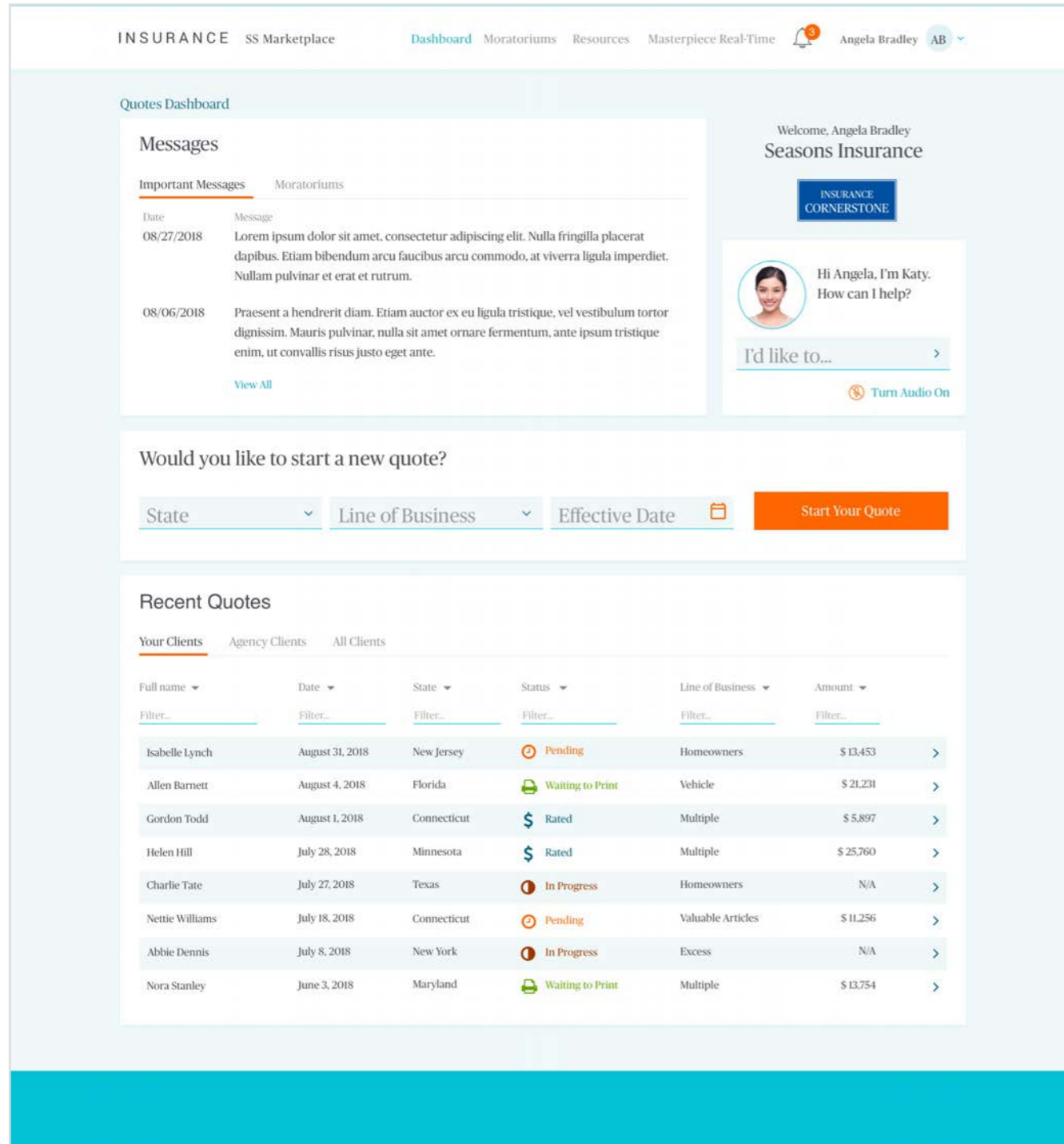
Habits	Goals	Motivations
<ul style="list-style-type: none"> Recycles and composts Gardening Walking dog Yoga Schedules her usage in a way that preserves and makes sense 	<ul style="list-style-type: none"> Save energy Eat locally source food Do her part to affect global climate change in a positive way Inspire other community garden initiatives near and far Continued learning about energy saving, including how Smart Apps can help her plan and learn more about energy saving 	<ul style="list-style-type: none"> Help create more sustainable communities and teach others to be green Support underprivileged communities Preserve energy and leave the earth in a better place for her children

Introverted / Socially Motivated
Nature-driven / Technology-driven
No Smart Home Devices / Smart Home
Save Money / Save Energy



Client: Bandera Electric
Project: UX Research and UI Design
Example: Research outputs / UI enhancements

Led UX engagement at Bandera Electric for three months, conducting in depth interviews with customers to understand current challenges with the Bandera Apolloware residential mobile application, have the customers review and give feedback UI enhancements. The feedback was then analyzed to produce a comprehensive report with User Personas and customer behaviors, as well as recommendations for UI enhancements and features prioritized with Bandera stakeholders. The UI was then revised based on the prioritized feedback for implementation. User stories were written with details and wireframes to prepare for implementation.

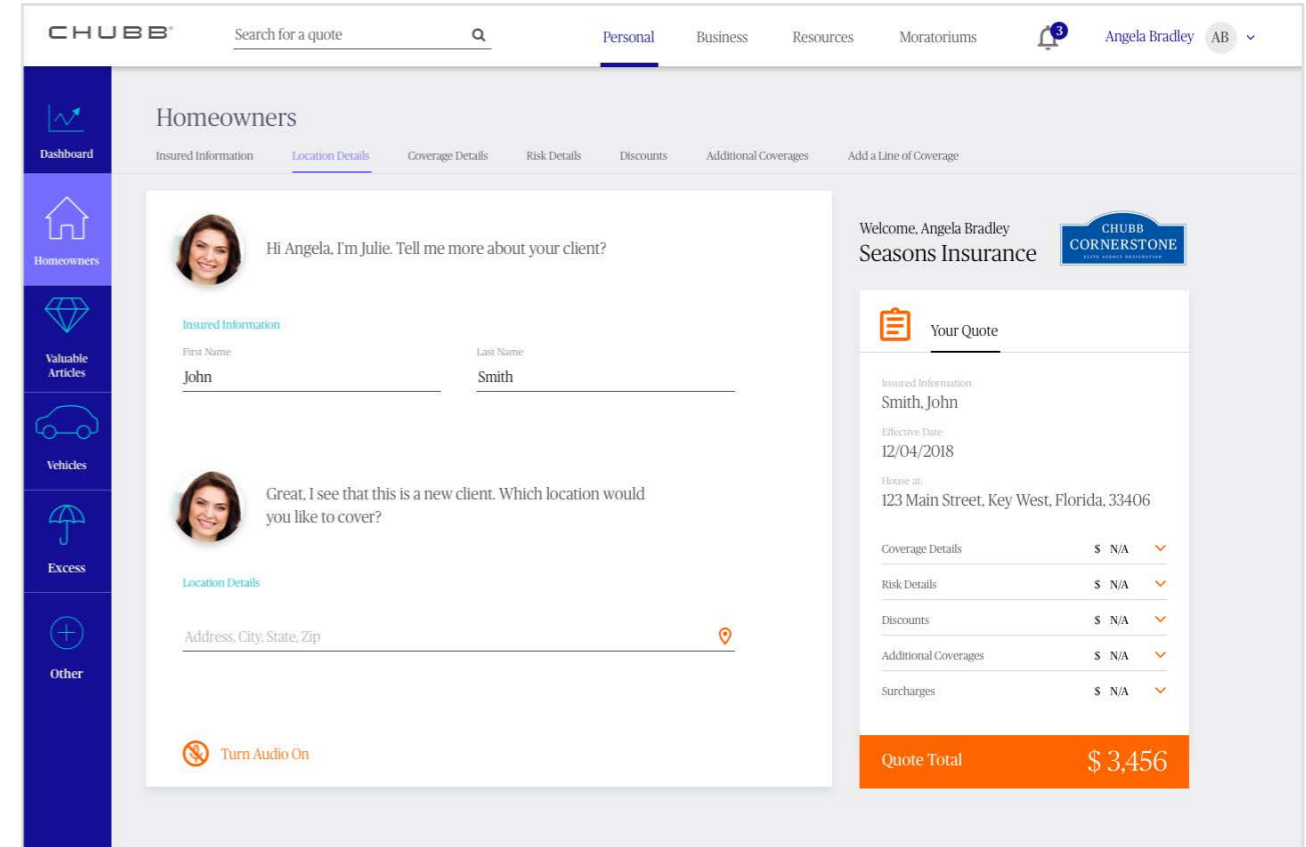
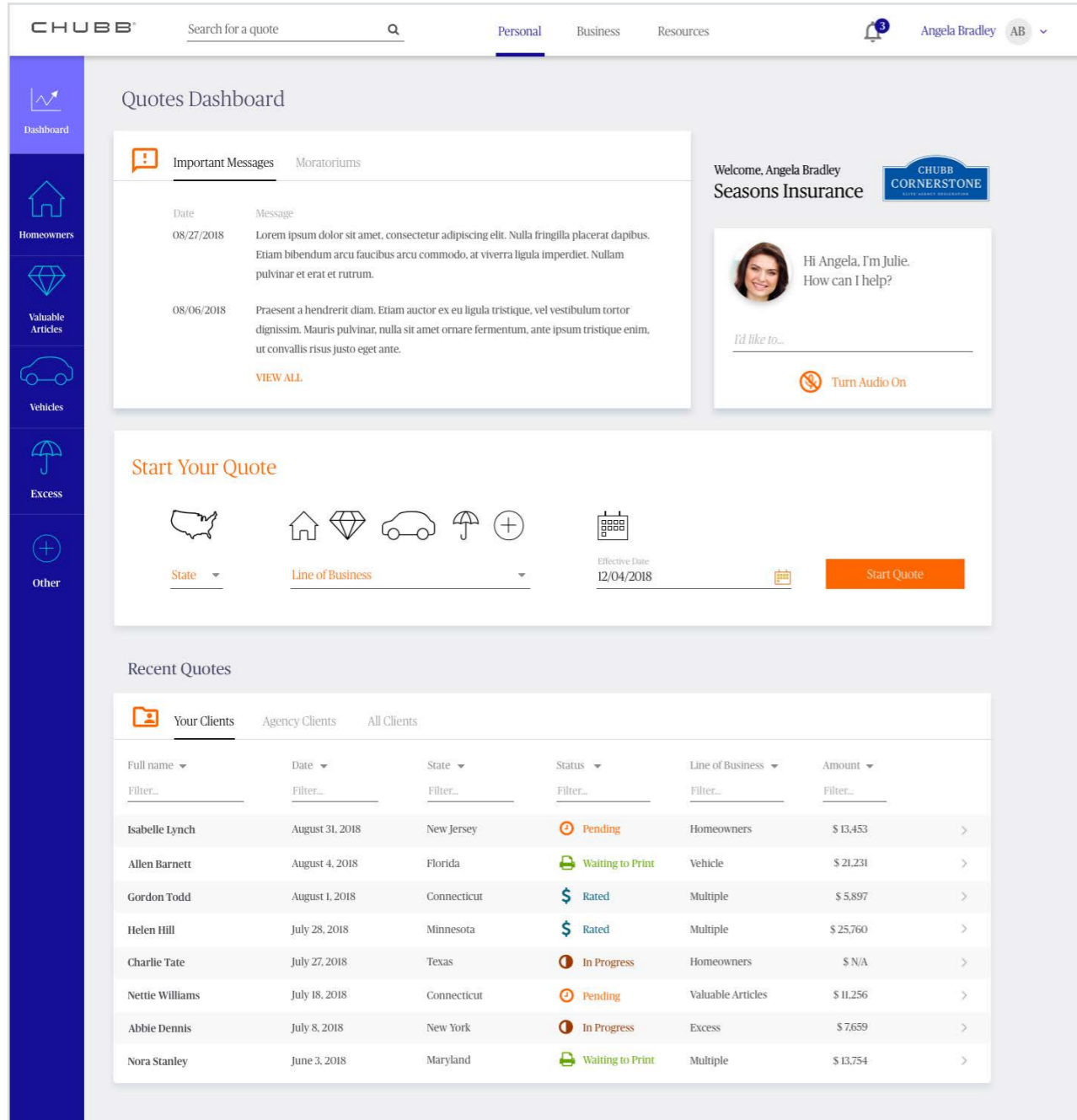


Client: Chubb PRS

Project: Application Redesign (Agent Experience)

Example: Various screens representing application redesign - selected design approach

Worked with Chubb insurance for six months to transition and redesign a 30 year old desktop application to an online and modern application. Research interviews were conducted with agents. Several rounds of prototyping, designing, and testing. Supported agile development, working closely with business, product, and development teams on implementation and release cycles.



Client: Chubb PRS

Project: Application Redesign (Agent Experience)

Example: Dashboard / Conversational Design approach - v2

Worked with Chubb insurance for six months to transition and redesign a 30 year old desktop application to an online and modern application. Research interviews were conducted with agents. Several rounds of prototyping, designing, and testing. Supported agile development, working closely with business, product, and development teams on implementation and release cycles.



Let's search for a quote

Search criteria [v] Type search keywords [input] [Search icon]

Start a new quote form with fields for State, Effective Date, Line Of Business, and a Submit button.

My Recent Activities

Last Name	First Name	Effective date	Status
Smith	John	09/25/2018	In process
Smith Jr.	John	09/22/2018	Pending underwriting review
Moore	Robert	08/15/2018	Waiting for print
Paul	White	09/22/2018	Rated
Jim	Hale	08/15/2018	Pending

A sectional title goes here.

Some description text goes here and it can be two lines or more to add more knowledge.

Call to action button

Get in touch.
Call us at 800-123-4567
Or request a call back from your Chubb team



Quote Options

Select a quote option and select Continue to review the premium summary details.

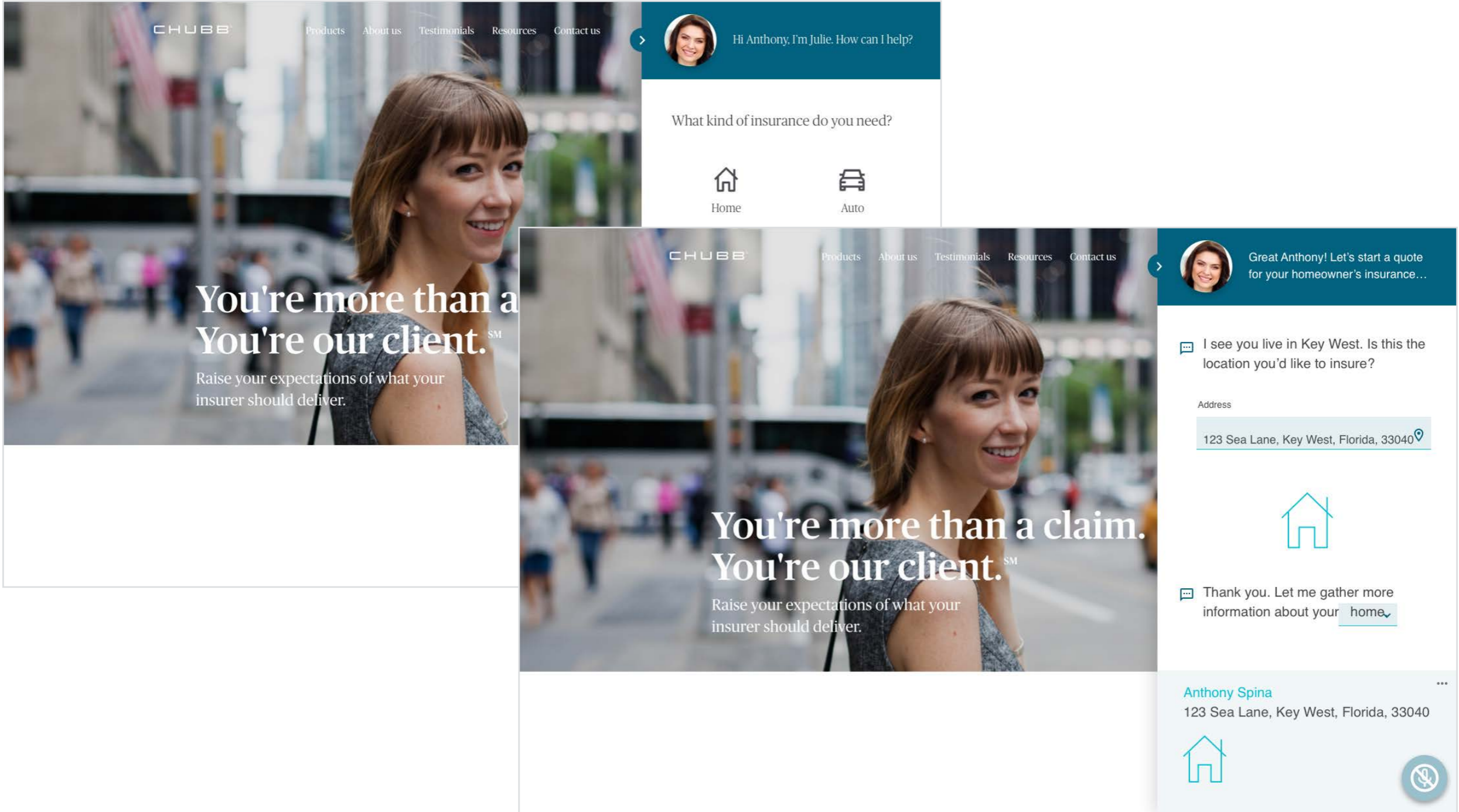
\$4,200/yr	\$4,350/yr	\$4,675/yr
Building Coverage \$1,200,000	Building Coverage \$1,200,000	Building Coverage \$1,200,000
Contents Coverage \$600,000	Contents Coverage \$600,000	Contents Coverage \$600,000
Deductible \$2,500	Deductible \$5,000	Deductible \$7,500
Selected Quote	Select Quote	Select Quote

Previous

Continue

Client: Chubb PRS
Project: Application Redesign (Agent Experience)
Example: Agent Dashboard and Quote Options - v3

Agent experience concept to align with marketing branding - a more simplified and visual approach.



Client: Chubb PRS

Project: Application Redesign (Consumer Experience)

Example: AI Concept Design - 90 second quote - B2C approach

Redesign a Direct to Consumer experience for Chubb Insurance new customer on-boarding, using an advanced AI concept that would leverage several technology integrations to allow for speed of data entry and speed to quote for the consumer.

LYBALVI
olanzapine/samidorphan
5/18mg - 10/18mg - 10/18mg - 20/18mg tablets

Now Approved
for the Treatment of Schizophrenia and Bipolar I Disorder

LYBALVI combines olanzapine with samidorphan, a novel molecule, to mitigate weight gain associated with olanzapine treatment.

[Prescribing Information](#) [Read the Press Release](#)

Get notified as soon as LYBALVI is available – and get the latest LYBALVI news delivered to your inbox by registering today

Sign up to get updates on new information, resources, and other important updates by registering today.

I am a...

Healthcare Provider Patient Caregiver

INDICATION and IMPORTANT SAFETY INFORMATION for LYBALVITM (olanzapine and samidorphan) tablets, for oral use

INDICATION
LYBALVI is a combination of olanzapine, an atypical antipsychotic, and samidorphan, an opioid antagonist, and is indicated for:
• Treatment of schizophrenia
• Treatment of bipolar I disorder
• Monotherapy in the acute treatment of manic or mixed episodes associated with bipolar I disorder
• Adjunctive therapy to lithium or valproate in the treatment of manic or mixed episodes associated with bipolar I disorder
• Maintenance treatment for bipolar I disorder

IMPORTANT SAFETY INFORMATION
WARNING: INCREASED MORTALITY IN ELDERLY PATIENTS WITH DEMENTIA-RELATED PSYCHOSIS
Elderly patients with dementia-related psychosis treated with antipsychotic drugs are at an increased risk of death. LYBALVI is not approved for the treatment of patients with dementia-related psychosis.

Contraindications: LYBALVI is contraindicated in patients who are physiologically opioid-dependent or chronically using opioids due to the risk of precipitated opioid withdrawal and patients with known hypersensitivity to olanzapine, samidorphan, or any other component of LYBALVI.

Cerebrovascular Adverse Reactions, Including Stroke: Increased incidence of cerebrovascular adverse reactions (stroke and transient ischemic attacks) have been reported in placebo-controlled trials of elderly patients with dementia who were treated with risperidone, aripiprazole, and olanzapine. LYBALVI is not approved for the treatment of patients with dementia-related psychosis.

Precipitated Opioid Withdrawal: Patients should be opioid-free before starting treatment to prevent occurrence of precipitated opioid withdrawal in those who are physiologically dependent on opioids. Monitor patients closely in an appropriate medical setting where precipitated opioid withdrawal can be managed if a rapid transition to LYBALVI is necessary.

Vulnerability to Opioid Overdose: Patients should stop taking LYBALVI if chronic opioid therapy is required. Patients should be alerted that they may be more sensitive to opioids, even at lower doses, after LYBALVI is discontinued. Fatal or life-threatening opioid intoxication (e.g., respiratory arrest, circulatory collapse) may occur if a patient attempts to overcome any samidorphan opioid blockade by administering large amounts of exogenous opioids. Inform patients of the serious consequences of trying to overcome the opioid blockade.

Suicide: The possibility of a suicide attempt is inherent in schizophrenia and in bipolar I disorder. Close supervision of high-risk patients should accompany drug therapy. Prescriptions for LYBALVI should be written for the smallest quantity of tablets consistent with good patient management in order to reduce the risk of overdose.

Neuroleptic Malignant Syndrome (NMS): NMS, a potentially fatal symptom complex, may occur with administration of antipsychotic drugs. Clinical manifestations of NMS include hyperreflexia, muscle rigidity, altered mental status, and evidence of autonomic instability. Additional signs may include elevated creatine phosphokinase, myoglobinuria (myoglobinuria), and acute renal failure. Immediately discontinue LYBALVI if NMS is suspected and provide intensive symptomatic treatment and monitoring.

Drug Reaction With Eosinophilia and Systemic Symptoms (DRESS): A potentially fatal condition, DRESS has been reported with exposure to olanzapine, a component of LYBALVI. Symptoms of DRESS include a cutaneous reaction (such as rash or exfoliative dermatitis), eosinophilia, fever, and/or lymphadenopathy with systemic complications such as hepatitis, nephritis, pneumonia, myocarditis, and/or pericarditis. If DRESS is suspected, discontinue LYBALVI.

Metabolic Changes: Atypical antipsychotic drugs, including LYBALVI, have been associated with metabolic changes that include hyperglycemia, diabetes mellitus, hyperlipidemia, and body weight gain. Periodic lab monitoring is recommended.

- Hyperglycemia:** In some cases extreme and associated with ketonacidosis, hyperosmolar coma, or death, has been reported in patients treated with LYBALVI.
- Dyslipidemia:** Atypical antipsychotics cause adverse alterations in lipids.
- Weight Gain:** Weight gain has been observed with use of atypical antipsychotics, including LYBALVI. Monitor weight at baseline and frequently thereafter.

Tardive Dyskinesia (TD): The risk of developing TD (a syndrome of abnormal, involuntary movements) and the potential for it to become irreversible are believed to increase as the duration of treatment and the cumulative dose of antipsychotic increase. The syndrome can develop after a brief treatment period, even at low doses. LYBALVI should be prescribed in a manner that is most likely to reduce the risk of TD. If signs and symptoms of TD appear in a patient taking LYBALVI, discontinue treatment if appropriate. TD may persist, partially or completely, if antipsychotic treatment is withdrawn.

Orthostatic Hypotension: Atypical antipsychotics cause orthostatic hypotension and syncope. The risk is greatest during initial dose titration and when increasing the dose. Monitor orthostatic vital signs in patients who are vulnerable to hypotension, patients with known cardiovascular disease, and patients with cerebrovascular disease.

Falls: LYBALVI may cause somnolence, postural hypotension, and motor and sensory instability, which may lead to falls. Complete fall risk assessment upon initiating treatment and re-evaluate for patients with diseases, conditions, or medications that could exacerbate these effects.

Leukopenia, Neutropenia, and Agranulocytosis: Leukopenia and neutropenia have been reported during treatment with antipsychotics. Monitor patients with a history of significantly low white blood count (WBC) or absolute neutrophil count (ANC) or drug-induced leukopenia/neutropenia, perform a complete blood cell count (CBC) frequently during the first few months of therapy. Discontinue LYBALVI at the first sign of a clinically significant decline in WBC and in patients with severe neutropenia.

Dysphagia: Esophageal dysmotility and aspiration have been associated with antipsychotic drug use. Use caution in patients at risk for aspiration.

Seizures: Use caution in patients with a history of seizures or with conditions that lower the seizure threshold.

Potential for Cognitive and Motor Impairment: LYBALVI may impair judgment, thinking, or motor skills. Patients should be cautioned about operating hazardous machinery, including motor vehicles, until they are certain that LYBALVI does not affect them adversely.

Body Temperature Regulation: Atypical antipsychotics may disrupt the body's ability to reduce core body temperature. Use LYBALVI with caution in patients who may exercise strenuously, may be exposed to extreme heat, receive concomitant medication with anticholinergic activity, or are subject to dehydration.

Use in Patients With Concomitant Illness: LYBALVI should be used with caution in patients with clinically significant prostate hypertrophy, narrow angle glaucoma, or a history of paralytic ileus or related conditions.

Hyperproliferative: As with other drugs that antagonize dopamine D2 receptors, olanzapine, a component of LYBALVI, can elevate prolactin levels. Galactorrhea, amenorrhea, gynecomastia, and impotence have been reported in patients receiving prolactin-elevating compounds.

Use in Combination With Lithium or Valproate: When using LYBALVI in combination with lithium or valproate, please refer to the Warnings and Precautions sections of the package inserts for lithium or valproate.

Concomitant Medication: Concomitant use of LYBALVI is not recommended with the following: strong CYP3A4 inducers, levodopa and dopamine agonists, and opioid agonists. Advise patients to exercise caution when taking LYBALVI with diazepam, alcohol, or other CNS-acting drugs. Lower dose strengths of LYBALVI should be considered in patients receiving concomitant treatment with strong CYP3A4 inhibitors.

Commonly Observed Adverse Reactions: Commonly observed adverse reactions (≥2%):

- Schizophrenia:** In a 4-week trial, the most common adverse reactions were weight increased (19% vs 2% placebo), somnolence (9% vs 2% placebo), dry mouth (7% vs 1% placebo), headache (8% vs 3% placebo), blood muscle increased (3% vs 1% placebo), isolation (2% vs 1% placebo), dizziness (2% vs 1% placebo), and neuronal root increased (2% vs 0% placebo).
- Bipolar I Disorder:** In a 24-week trial, the most common adverse reactions were weight increased (22% vs 36% olanzapine), somnolence (21% vs 18% olanzapine), dry mouth (12% vs 8% olanzapine), increased appetite (11% vs 12% olanzapine), waist circumference increased (8% vs 8% olanzapine), isolation (8% vs 4% olanzapine), headache (8% vs 4% olanzapine), lethargy (8% vs 1% olanzapine), skeletal (3% vs 1% olanzapine), dizziness (3% vs 4% olanzapine), ataxia amnestic/retrograde increased (3% vs 3% olanzapine), fatigue (3% vs 3% olanzapine), constipation (3% vs 2% olanzapine), aspartate aminotransferase increased (3% vs 2% olanzapine), nausea (2% vs 3% olanzapine), and blood muscle increased (2% vs 4% olanzapine).

Other Adverse Reactions: In a 24-week trial, the most common adverse reactions associated with olanzapine were somnolence (35% vs 13% placebo), dry mouth (22% vs 7% placebo), dizziness (18% vs 6% placebo), asthma (15% vs 8% placebo), constipation (11% vs 5% placebo), depression (11% vs 5% placebo), increased appetite (8% vs 3% placebo), and tremor.

LYBALVI
olanzapine/samidorphan
5/18mg - 10/18mg - 10/18mg - 20/18mg tablets

NOW APPROVED

For the Treatment of Schizophrenia and Bipolar I Disorder

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Get notified as soon as LYBALVI is available – and get the latest LYBALVI news delivered to your inbox by registering today

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Register for more information from LYBALVI

I am a...

HCP Patient Caregiver

Healthcare Provider (HCP) Registration

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Last Name*

Email Address*

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Important Safety Information

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Precipitated Opioid Withdrawal: Patients should be opioid-free before starting treatment to prevent occurrence of precipitated opioid withdrawal in those who are physiologically dependent on opioids. Monitor patients closely in an appropriate medical setting where precipitated opioid withdrawal can be managed if a rapid transition to LYBALVI is necessary.

Vulnerability to Opioid Overdose: LYBALVI should not be administered to patients receiving chronic opioids due to the samidorphan component which is an opioid antagonist. If chronic opioid therapy is required, LYBALVI treatment should be stopped. Patients may experience reduced or ineffective analgesia when taking an opioid analgesic agent concurrently with LYBALVI. Patients should be alerted that they may be more sensitive to opioids, even at lower doses, after LYBALVI is discontinued. An attempt by a patient to overcome any samidorphan opioid blockade by administering large amounts of exogenous opioids is dangerous and may lead to a fatal overdose or life-threatening opioid intoxication (e.g., respiratory arrest, circulatory collapse). Patients should be told of the serious consequences of trying to overcome the opioid blockade.

Suicide: The possibility of a suicide attempt is inherent in schizophrenia and in bipolar I disorder. Close supervision of high-risk patients should accompany drug therapy. Prescriptions for LYBALVI should be written for the smallest quantity of tablets consistent with good patient management in order to reduce the risk of overdose.

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- Weight Gain:** Weight gain has been observed with use of atypical antipsychotics, including LYBALVI. Monitor weight at baseline and frequently thereafter.

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LYBALVI
olanzapine/samidorphan
5/18mg - 10/18mg - 10/18mg - 20/18mg tablets

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Get notified as soon as LYBALVI is available – and get the latest LYBALVI news delivered to your inbox by registering today

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HCP Patient Caregiver

Healthcare Provider (HCP) Registration

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Last Name*

Email Address*

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Healthcare Provider Patient Caregiver

INDICATION and IMPORTANT SAFETY INFORMATION for LYBALVITM (olanzapine and samidorphan) tablets, for oral use

INDICATION
LYBALVI is a combination of olanzapine, an atypical antipsychotic, and samidorphan, an opioid antagonist, and is indicated for:
• Treatment of schizophrenia
• Treatment of bipolar I disorder
• Monotherapy in the acute treatment of manic or mixed episodes associated with bipolar I disorder
• Adjunctive therapy to lithium or valproate in the treatment of manic or mixed episodes associated with bipolar I disorder
• Maintenance treatment for bipolar I disorder

IMPORTANT SAFETY INFORMATION
WARNING: INCREASED MORTALITY IN

Client: ALKERMES PHARMA

Project: LYBALVI Now Approved website

Example: Homepage desktop and mobile wireframes and visual design

IMPORTANT SAFETY INFORMATION

INDICATION for LYBALVIM™ (olanzapine and samidorphan) tablets, for oral use
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 - Maintenance treatment for bipolar I disorder

Now Available
 for the Treatment of Schizophrenia and Bipolar I Disorder
 LYBALVI combines olanzapine with samidorphan, a novel molecule, to mitigate weight gain associated with olanzapine treatment.

LYBALVI Dosing and Administration Guide
 LYBALVI is available in 4 dose strengths

Recommended dosing guide
 If you are a patient, your doctor will discuss your condition and other conditions you have or medications you may be taking to select the dose that is right for you.

Indication	Starting dose daily dose	Recommended dose daily dose
Schizophrenia	5 mg/10 mg or 10 mg/10 mg	5 mg/10 mg or 10 mg/10 mg
Bipolar I disorder (monotherapy)	5 mg/10 mg or 10 mg/10 mg	5 mg/10 mg or 10 mg/10 mg
Bipolar I disorder (adjunctive therapy with lithium or valproate)	5 mg/10 mg or 10 mg/10 mg	5 mg/10 mg or 10 mg/10 mg

Additional dosing information

- Depending on clinical response and tolerability, dose adjustments should occur at weekly intervals. When dose adjustment is necessary, increments/decrements of 5 mg of the olanzapine component of LYBALVI are recommended.
- The maximum daily dose is 20 mg/10 mg (olanzapine/samidorphan).
- Do not split or combine tablets.

The LYBALVI Patient Support Program offers benefit and claims assistance

The following services are provided to help ensure access to LYBALVI:

- General coverage information for LYBALVI
- Benefit investigation and summary of benefits

For more information call 1-844-LYBALVI or visit the LYBALVI Patient Support Program website, lybalvipatientsupport.com.

Healthcare Providers: enroll your patients in the LYBALVI Patient Support Program

[Download Enrollment Form](#)

Register for more information from LYBALVI

Health Care Provider Registration

Register today for clinical updates, easier access to your representative, and more:

- Get Data Delivered to Your Inbox
- Receive regular email updates on LYBALVI
- Use email self-service, quick medical consultation, and more
- Direct route to your representative to update visit case column details

Request a Rep

- Request a visit from your local representative online

[Register as an HCP](#)

Patient and Caregiver Registration

Sign up today for savings on LYBALVI and important information to help guide you/your loved one throughout the treatment journey.

- Save with the LYBALVI Co-Pay Savings Card
- Eligible patients may pay as low as \$0.00 co-pay per prescription*

Learn More About LYBALVI Co-Pay Savings Card

- Sign up to get information on treatment with LYBALVI delivered to your inbox or mailbox

[Patient Sign Up](#)

[Caregiver Sign Up](#)

*Terms and conditions apply.

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Lost Your Co-Pay Card?

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NEW LYBALVI™
 olanzapine/samidorphan
 5/10mg, 10/10mg, 15/10mg, 20/10mg tablets

NOW AVAILABLE
 For the Treatment of Schizophrenia and Bipolar I Disorder

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 LYBALVI is available in 4 dose strengths

Recommended dosing

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Indication	Starting dose	Recommended dose
Schizophrenia	5 mg/10 mg or 10 mg/10 mg	5 mg/10 mg or 10 mg/10 mg
Bipolar I disorder	5 mg/10 mg or 10 mg/10 mg	5 mg/10 mg or 10 mg/10 mg
Adjunctive therapy with lithium or valproate	5 mg/10 mg or 10 mg/10 mg	5 mg/10 mg or 10 mg/10 mg

Additional dosing information

- Depending on clinical response and tolerability, dose adjustments should occur at weekly intervals. When dose adjustment is necessary, increments/decrements of 5 mg of the olanzapine component of LYBALVI are recommended.
- The maximum daily dose is 20 mg/10 mg (olanzapine/samidorphan).
- Do not split or combine tablets.

The LYBALVI Patient Support Program offers benefit and claims assistance

The following services are provided to help ensure access to LYBALVI:

- Access Support: LYBALVI Patient Support Program can provide general coverage information for LYBALVI.
- Full Benefit Investigation: LYBALVI Patient Support Program can conduct a full benefit investigation.
- Prior authorization and appeal assistance: If a prior authorization is needed, LYBALVI Patient Support Program can provide letters of medical necessity templates, appeal assistance templates, and prior authorization requests for LYBALVI.
- Patient Assistance Program (PAP): The LYBALVI PAP provides your uninsured or "financially" uninsured patients who meet program eligibility criteria, access to treatment at no charge, for up to 12 months. Certain restrictions apply.

For more information call 1-844-LYBALVI (1-844-92-2584), Monday-Friday 9:00 am-8:00 pm ET.

Healthcare Providers: enroll your patients in the LYBALVI Patient Support Program

[Download enrollment form](#)

Register for more information from LYBALVI

Health Care Provider Registration

Register today for clinical updates, easier access to your sales representative, and more:

- Request a Rep
- Request a visit from your local sales representative online
- Get Updates Delivered to Your Inbox
- Receive regular email updates on LYBALVI

[Request for HCP](#)

Patient and Caregiver Registration

LYBALVI Co-pay Card

- Use the LYBALVI Co-pay Card and pay \$0 for the first 3 months, then as little as \$0.00 per month for up to 9 months*
- Save money on your prescription with the Lybalvi Co-pay Savings Program*
- Activate your co-pay card if you already have one by clicking on the button below
- Lost your co-pay card? Click the link below to download a new card

[Download or activate your co-pay card](#)

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Medication Guide | **Prescribing Information**

Pay as little as \$0.
 Learn more.

NEW LYBALVI™
 olanzapine/samidorphan
 5/10mg, 10/10mg, 15/10mg, 20/10mg tablets

NOW AVAILABLE
 For the Treatment of Schizophrenia and Bipolar I Disorder

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LYBALVI Dosing and Administration

LYBALVI is available in 4 dose strengths

Recommended dosing

If you are a patient, your doctor will discuss your condition and other conditions you have or medications you may be taking to select the dose that is right for you.

Starting dose (olanzapine/samidorphan)

Schizophrenia	Bipolar I disorder
5 mg/10 mg or 10 mg/10 mg	Monotherapy: 10 mg/10 mg or 15 mg/10 mg
	Adjunctive therapy with lithium or valproate: 10 mg/10 mg

Recommended dose

IMPORTANT SAFETY INFORMATION

NEW LYBALVI™
 olanzapine/samidorphan
 5/10mg, 10/10mg, 15/10mg, 20/10mg tablets

Now Available
 for the Treatment of Schizophrenia and Bipolar I Disorder

LYBALVI combines olanzapine with samidorphan, a novel molecule, to mitigate weight gain associated with olanzapine treatment.

LYBALVI Dosing and Administration Guide
 LYBALVI is available in 4 dose strengths

Recommended dosing guide
 If you are a patient, your doctor will discuss your condition and other conditions you have or medications you may be taking to select the dose that is right for you.

Additional dosing information

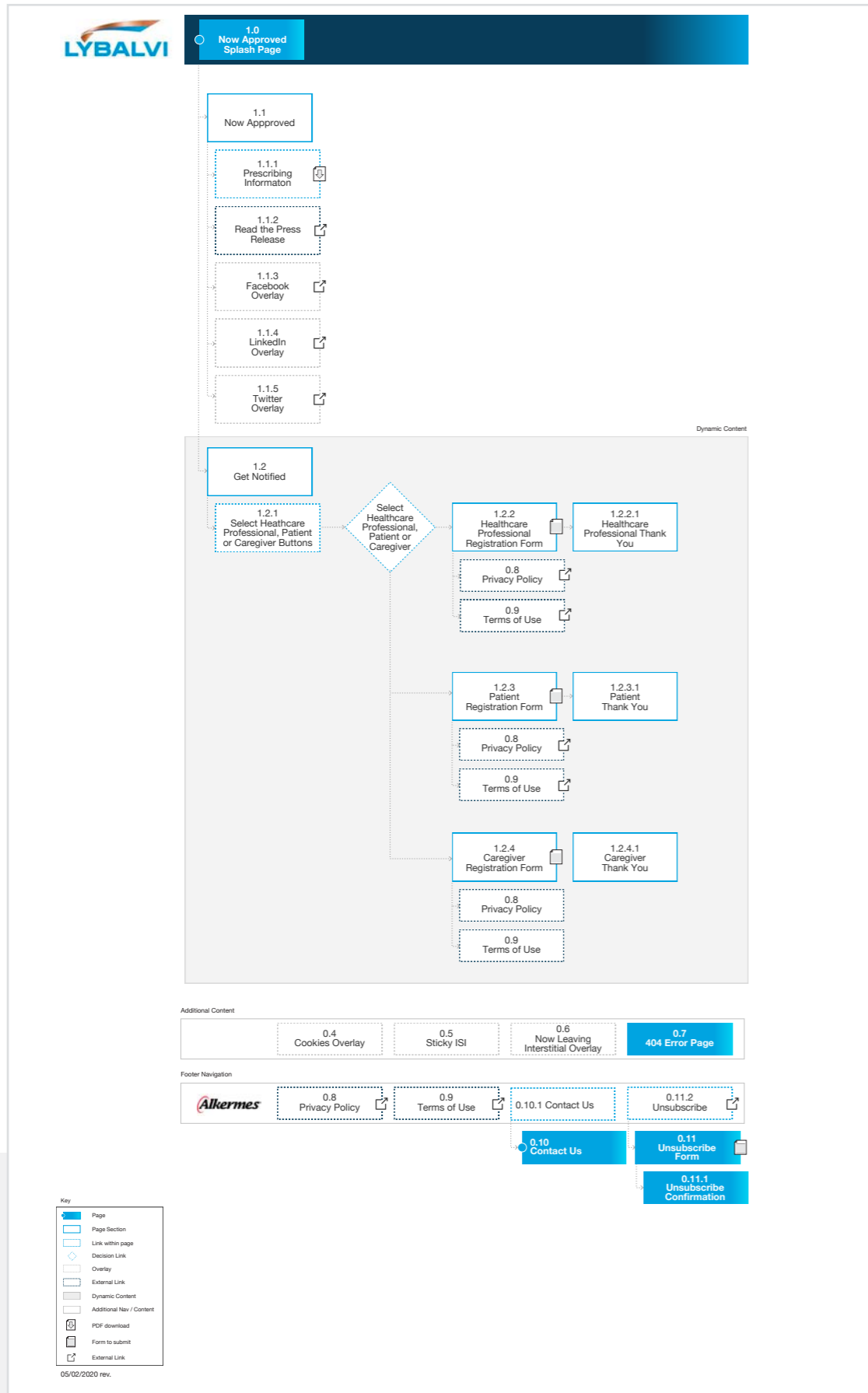
- Depending on clinical response and tolerability, dose adjustments should occur at weekly intervals. When dose adjustment is necessary, increments/decrements of 5 mg of the olanzapine component of LYBALVI are recommended.
- The maximum daily dose is 20 mg/10 mg (olanzapine/samidorphan).
- Do not split or combine tablets.

The LYBALVI Patient Support Program offers benefit and claims assistance

The following services are provided to help ensure access to LYBALVI:

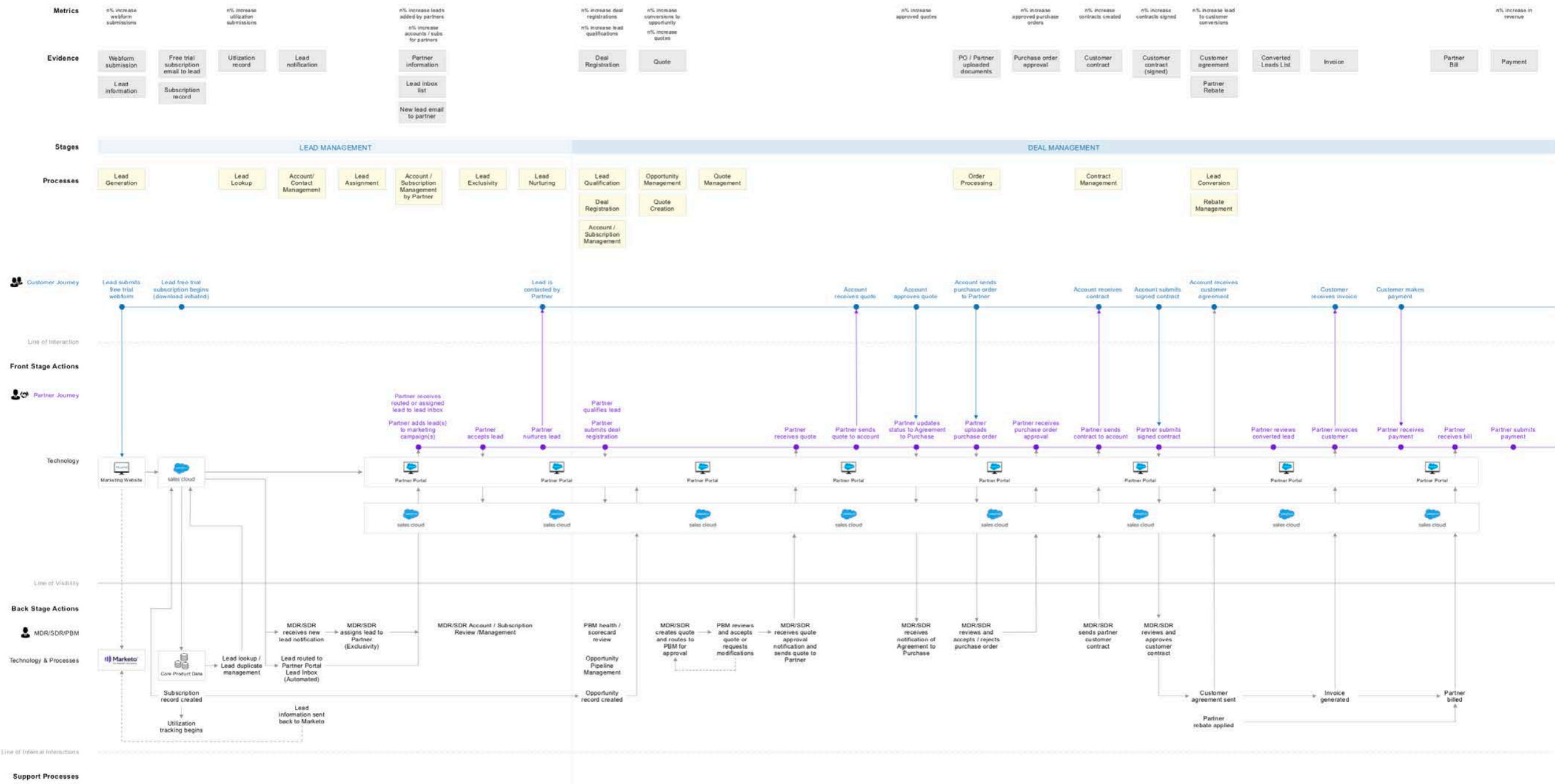
- General coverage information for LYBALVI

Client: ALKERMES PHARMA
Project: LYBALVI Now Available website
Example: Homepage desktop and mobile wireframes and visual design



Client: ALKERMES PHARMA
Project: LYBALVI Now Approved website sitemap

turin Service Blueprint: Partner Portal

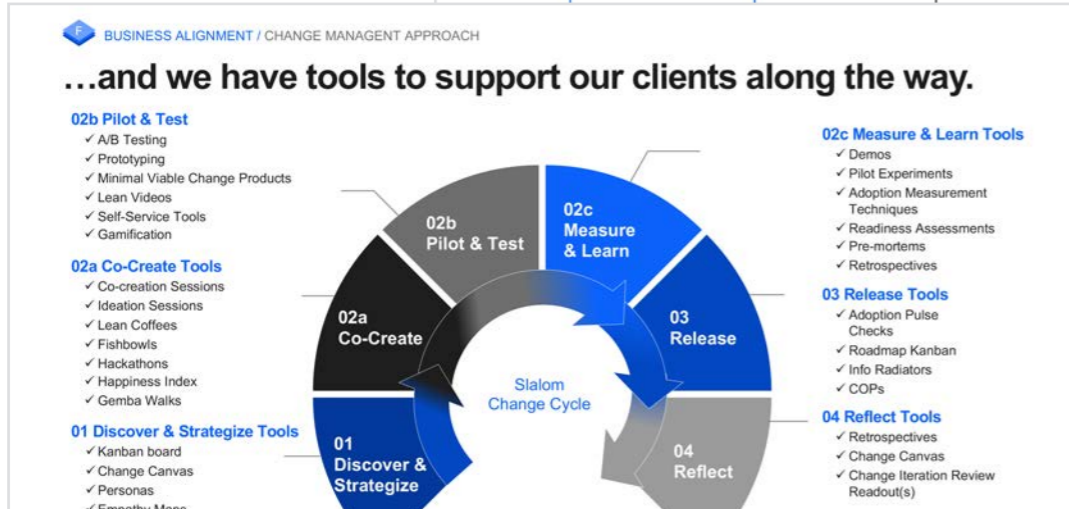
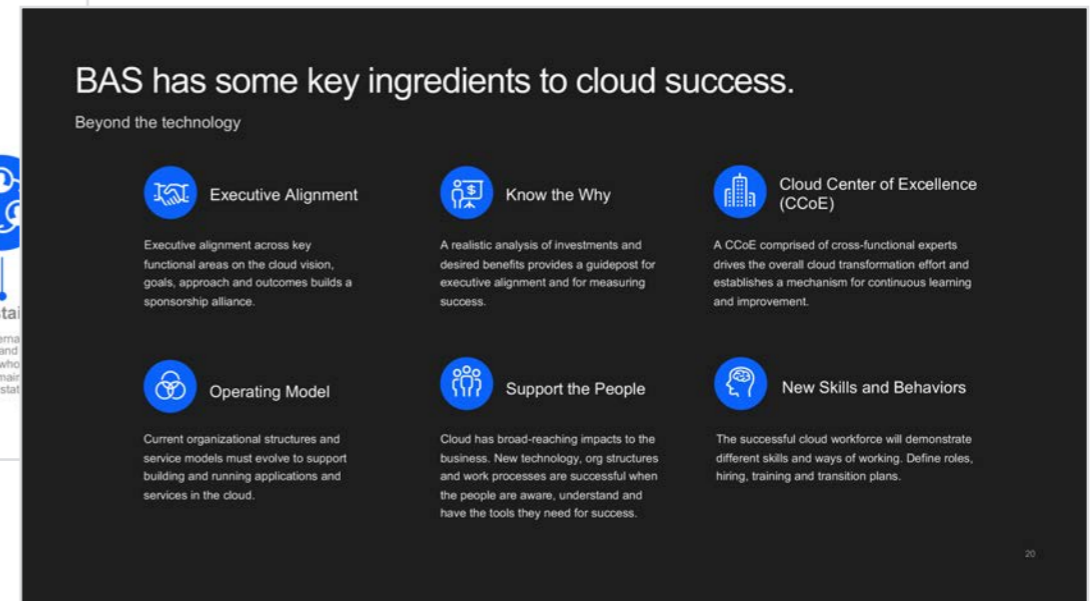
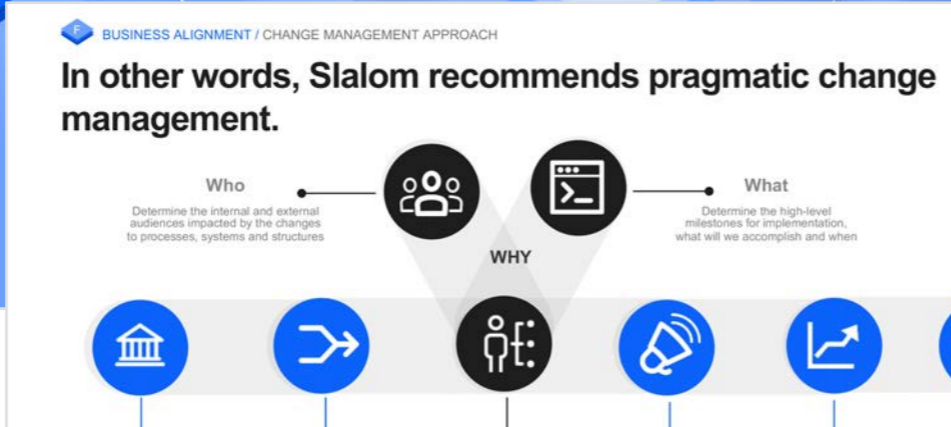
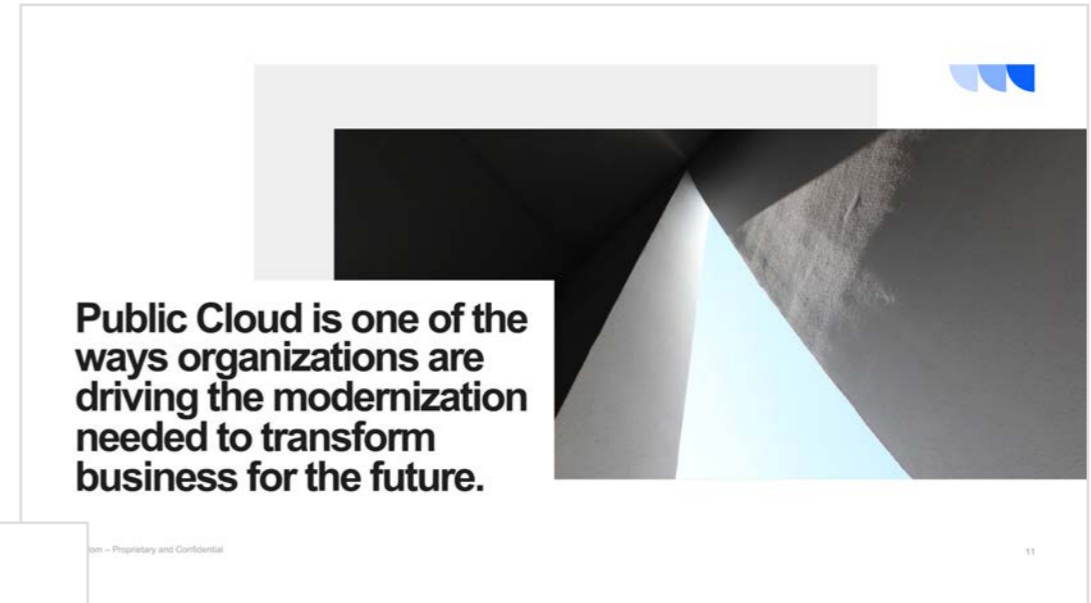


Client: Commvault

Project: Salesforce Partner Portal Implementation

Example: Support Processes Service Design Blueprint

Conducted internal research to document support processes for Salesforce implementation of a partner portal. Blueprint served as a working document to support business analysis and process as well as creation of POC user stories for implementation.



Client: Slalom
Project: Business Transformation Enabled by Cloud
Example: Presentation Playbook

UX Writing, Visual Design, and Presentation creation for the Business Transformation Enabled by Cloud Playbook, over 300 slides of content and visuals.

Retirement


401(k) Enrollment

Enroll today in your company's 401(k) Retirement Plan.

ENROLL NOW

Projected Eligibility Date: Mar 3, 2017


Starting Early Matters



See how much money you could be leaving on the table by waiting. There's no better time than now.

VIEW CHART

What is a 401(k)?



Everyone should think about saving and one of the best ways is through your company's 401(k) offering. Here's a video to help explain what it is and why it's important.

WATCH VIDEO

Roll Over an Account

SHOULD YOU

Enroll in 401(k) ✕

401(k) Enrollment

Follow the steps below to complete your 401(k) enrollment.

5-10 mins to complete

- 1 **Contribution**
Decide your contribution level
- 2 **Investment Allocations**
Where to invest your money
- 3 **Review and Submit**
Double check your elections

LET'S BEGIN ➤

Enroll in 401(k) ✕

Step 1: Contribution

Determine your contribution

Your contribution amount could effect how prepared you are for retirement.

Change Contributions Type % ▾

Before-Tax

AMOUNT

Limit: \$0 - \$18,000 per year

Roth 401(k)

AMOUNT

Limit: \$0 - \$18,000 per year

VIEW CONTRIBUTION ELECTION LIMITS ▲

CONTRIBUTION TYPE

Before-Tax	1% - 90%
Roth 401(k)	1% - 90%

Note: Your combined Before Tax and Roth 401(k) limit is 80%.

Total Contribution Election 0%

← BACK NEXT →

Enroll in 401(k) ✕

Step 2: Investment Allocations

Determine your investment allocations

Based on your retirement goals, tell us where to put your money.

Investment allocations must equal 100%.

Participant Fee Disclosure

Please read the information regarding fees associated with the funds in your plan and check the acknowledgement before selecting your investments.

I acknowledge that I have received and read the Participant Fee Disclosure for my plan.

PARTICIPANT FEE DISCLOSURE

0% **Income**
Lowest potential risk and lowest potential return ▾

0% **Growth**
Low potential risk and low potential return ▾

0% **Growth & Income**
Medium potential risk and medium potential return ▾

0% **Aggressive Growth**
Highest potential risk and highest potential return ▾

↻ RESET ALLOCATIONS

Total Contribution Election 0%

← BACK NEXT →

Enroll in 401(k) ✕

Step 3: Review and Submit

CONTRIBUTIONS ✎ EDIT

BEFORE-TAX	3%
ROTH 401(k)	3%

CATCH-UP CONTRIBUTIONS

BEFORE-TAX CATCH-UP	3%
ROTH 401(k) CATCH-UP	3%

INVESTMENT ALLOCATIONS ✎ EDIT

INCOME

American Century Global Growth ACWI Trust Teir 1	25%
JPMCB SmartRetirement 2050 Fund - CFB	25%

GROWTH

American Century Small Cap Value Fund	50%
---------------------------------------	-----

← BACK ✔ SUBMIT

✔

Success!

Your 401(k) Enrollment is complete. Your contributions will begin as soon as administratively feasible. This typically is within one or two pay periods.

Confirmation Number:
1230981230981

Be sure to periodically check on the status of your investment allocations. You can make changes to your contributions and investment allocations at any time.

GO TO RETIREMENT

Client: ADP Small Business
Project: 401(k) Enrollment
Example: Mobile App Design

UX Design for a new mobile application reworking the existing desktop 401(k) enrollment process to a streamlined and modern approach.

The initial dashboard features a vertical sidebar with icons for Dashboard, Pay, Company, Benefits, and Retirement. The main content area is divided into several sections:

- Account Balance:** Shows a balance of \$1,576.77 as of Mar 2, 2017, with a vested balance of the same amount.
- Contributions:** Displays Before-Tax contributions at 6% and Roth 401(k) at 0%. Includes an 'EDIT CONTRIBUTIONS' button.
- Investment Funds & Allocations:** A donut chart shows the allocation: Income (8%), Growth & Income (2.06%), Growth (58.43%), and Aggressive Growth (31.40%). A table below provides a breakdown of each category's current allocation and balance.
- Retirement Income:** Shows a projected monthly income of \$746.60 at age 67, which increases to \$858.06 with a 1% increase in contributions. Includes an 'INCREASE MY CONTRIBUTION' button.
- Retirement Health Care Costs:** Shows an estimated average monthly cost of \$4,286.00 from age 67. Includes an 'UPDATE YOUR PROFILE' button.
- Extra Savings:** A section titled 'Save More' with a 'LEARN MORE' button.
- Full Account Features:** A list of actions available on the participant website: View Statements, Check Transaction History, Research Funds, View Plan Documents, and And More. Includes a 'GO TO PARTICIPANT WEBSITE' button.

A footer contains links for Privacy and Legal, a 'SEND FEEDBACK' button, and a copyright notice for 2014-2017 ADP, LLC.

The improved dashboard redesigns the layout for better readability and actionability:

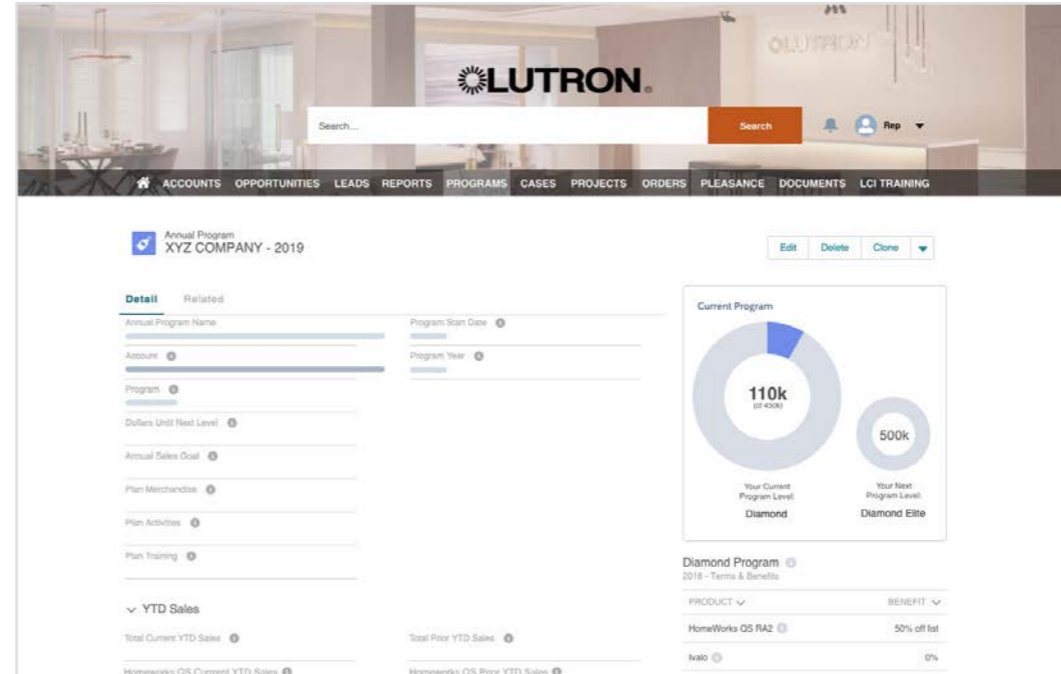
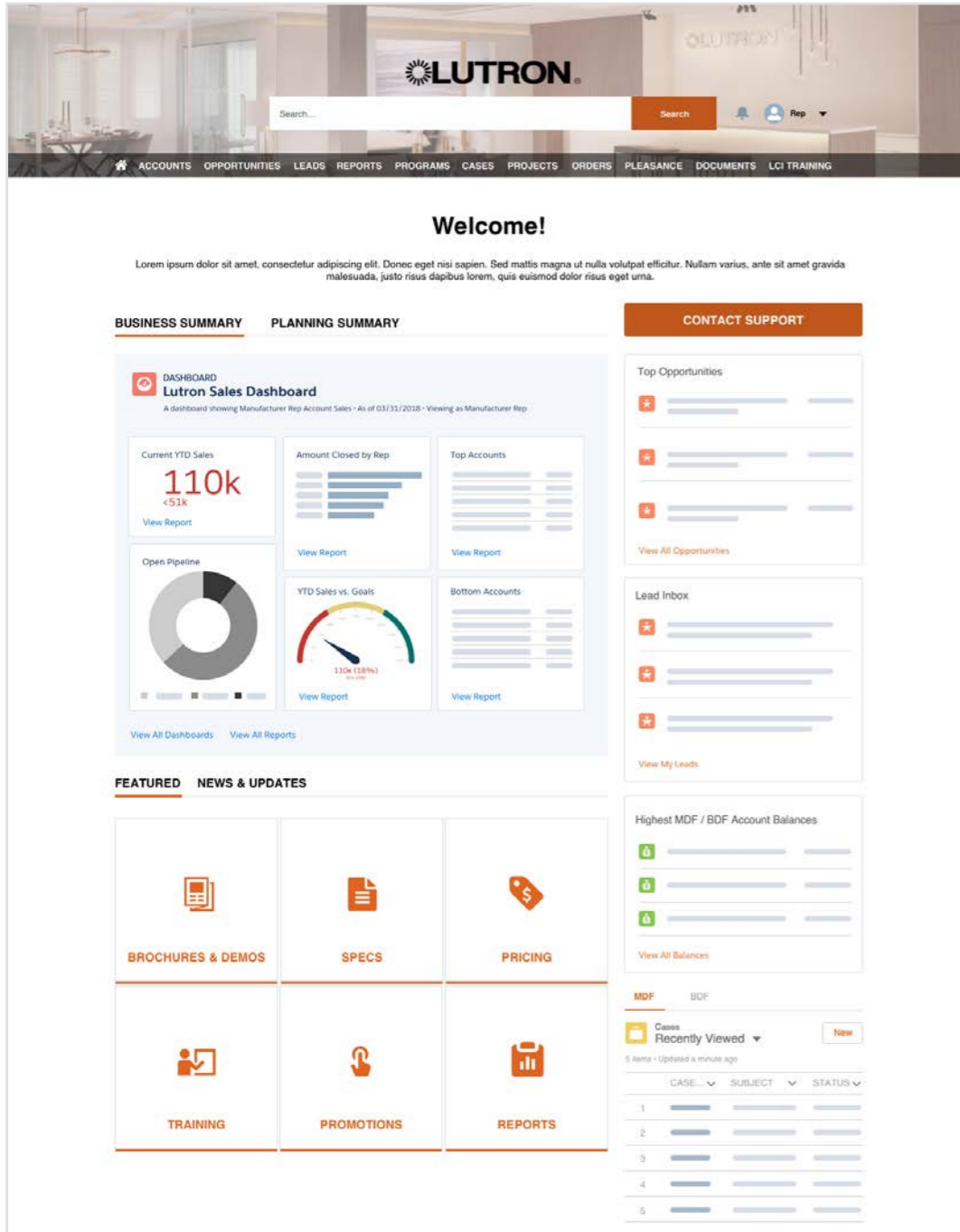
- Account Summary:** Consolidates account balance (\$1,576.77) and contributions (Before-Tax at 6%, Roth 401(k) at 0%) into a single summary card with an 'EDIT CONTRIBUTIONS' button.
- Retirement Summary:** Combines retirement income and health care costs into a summary card with an 'UPDATE YOUR PROFILE' button.
- Investment Funds & Allocations:** The donut chart and table are now more prominent, with a 'VIEW MORE' button for the table.
- Financial Wellness:** A new section featuring three educational cards: 'Starting Early Matters' (with a 'VIEW CHART' button), 'What is 401(k)?' (with a 'WATCH VIDEO' button), and 'Roll Over An Account' (with a 'WATCH VIDEO' button).
- Full Account Features:** This section is now smaller and positioned at the bottom left.
- Extra Savings:** This section is now smaller and positioned at the bottom right.

Client: ADP Small Business

Project: Retirement Application

Example: Desktop Application screens for Retirement products

Desktop retirement dashboard redesign. The left screen showed the initial dashboard, and the right screen shows the improved ADP Retirement Dashboard experience. The approach was to regroup relevant content on the screen to create snapshot summaries for account information and retirement details. It also highlighted helpful retirement resources.



Dave the Dealer Owner

*"I love Lutron stuff, it just works."
"As far as forecasting goes – we're not big on forecasting. It's just the way I'm wired. I don't believe that until we have a job that we are going to get it."*

ABOUT
Dave has been in business for about 20 years. He enjoys his business. When he's not overseeing and managing his business, its sales and operations – he's building relationships, looking for more opportunities, and mentoring his employees. He looks forward to more time away from the office and being with his family.

PROCESS

- Checks order status and shipping status daily
- Checks pricing and directs the purchasing of materials
- Builds relationships with Architects and Builders
- Works with his Rep to complete annual and quarterly planning

ENGAGEMENT PREFERENCES

- Prefers to email questions first, then call
- Meets and speaks with Rep Agency weekly, and sometimes Lutron Sales
- Will work with his Rep to complete the Trimester planning so as to not pull dealers off of projects
- Proud to be a Lutron Black Diamond Dealer and prefers better incentives, discounts and allowances for the amount of business he does

BEHAVIORS

- Works in Office
- Portal usage
- Portal savvy
- Technical knowledge
- Human vs. Digital

MOTIVATIONS

- Leads to help grow business
- Focus on tasks to make money
- Discounts on product purchases
- Lutron dollars to help grow business

CRITICAL NEEDS

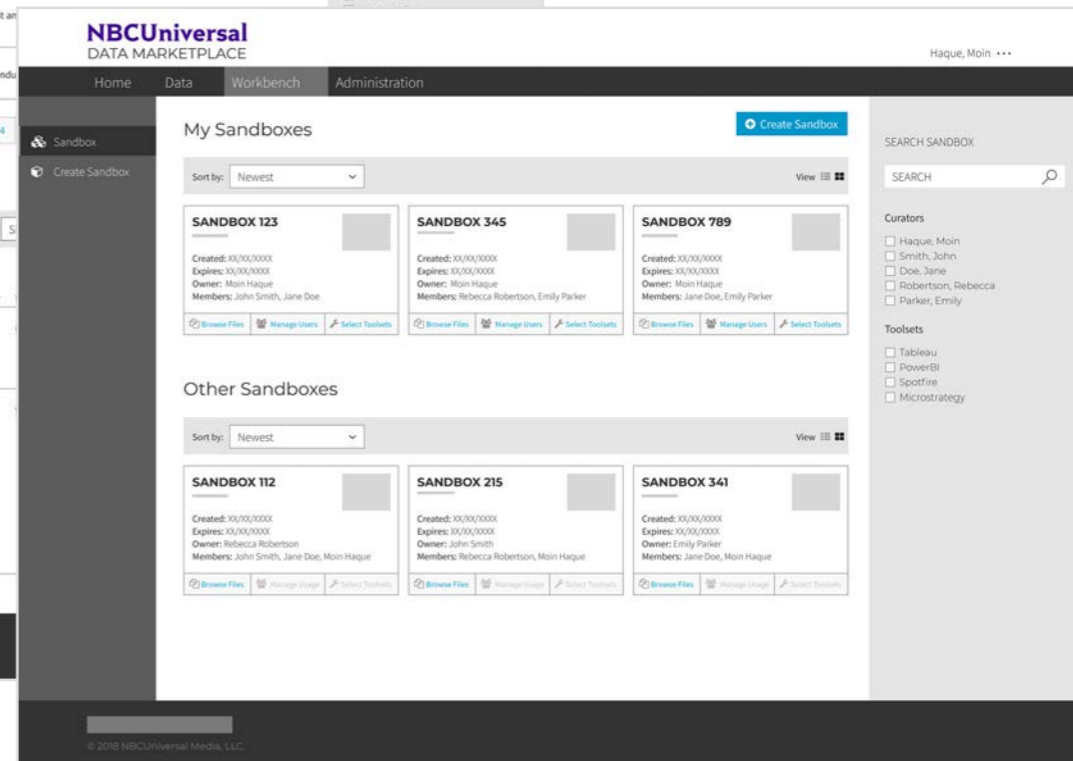
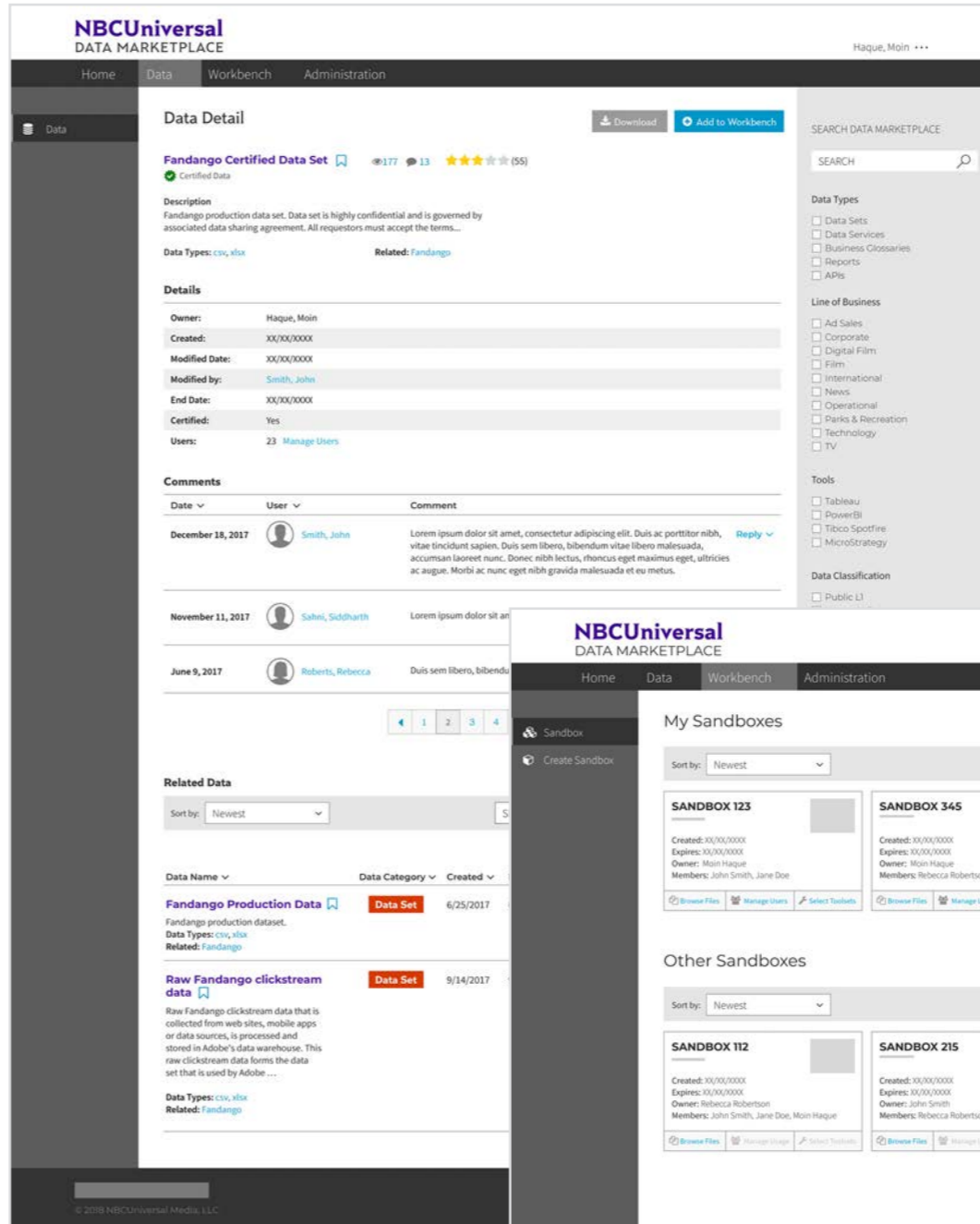
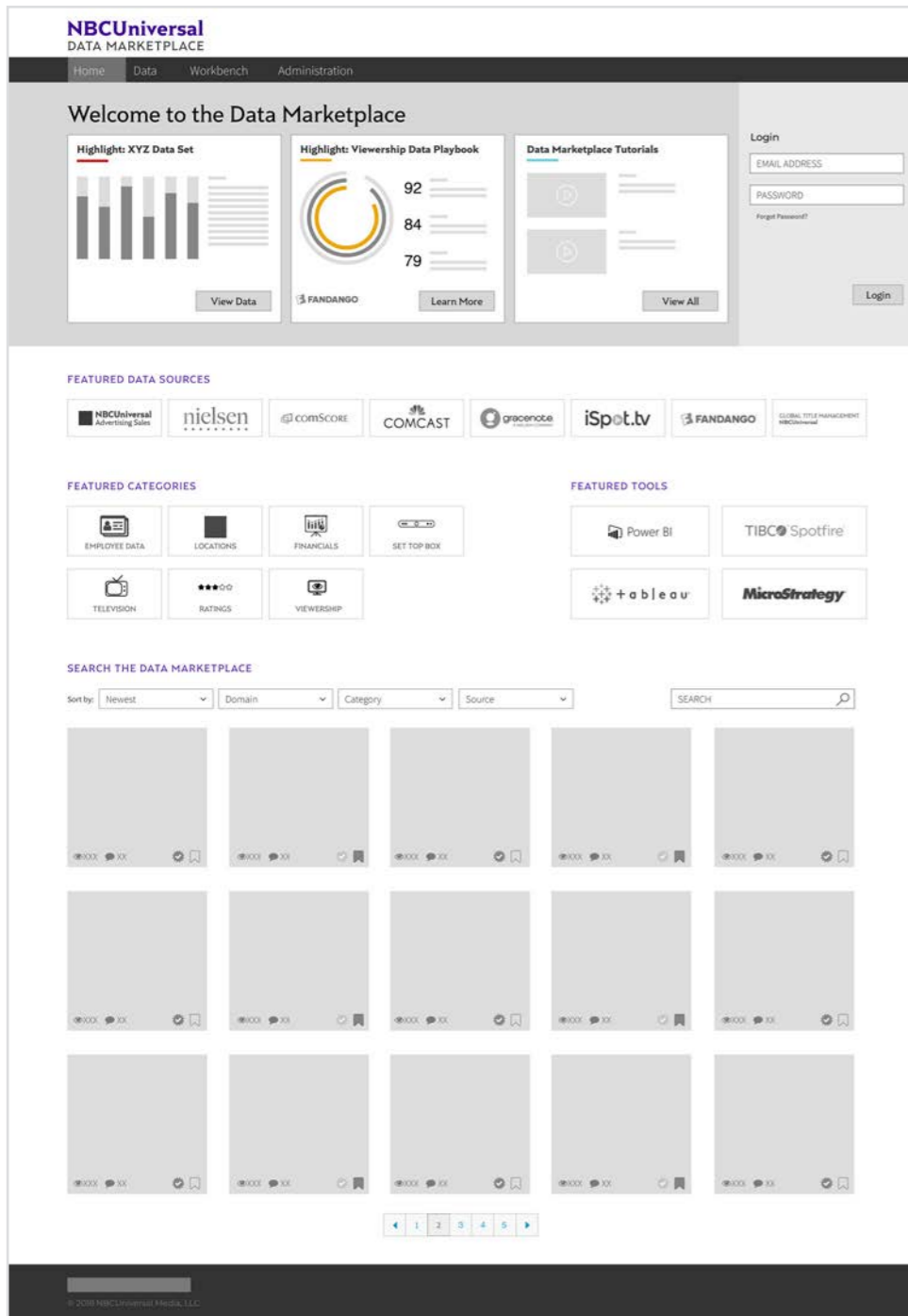
- Leads for business
- Ability to see order and shipping information easily to be able to schedule jobs
- Updated pricing and ability to access product specs and information easily
- See how his business is doing

FRUSTRATIONS

- Can't find training or enroll easily
- Unable to apply marketing dollars easily
- Bogged down by forms and process
- Tedious planning process
- Bigger, better dealers should get more incentives and discounts
- An easier way to find what he's looking for (specs, training, order status)

Client: Lutron
Project: Salesforce Communities Portal Implementation
Example: User Research and Portal UX Design

Conducted over 40 in-depth individual interviews to research current experiences and future needs for Salesforce Communities portal implementation for three major subsets of users. The research was leveraged to design experiences for three major sets of users, including internal users and external vendors.



Client: NBC Universal

Project: Data Marketplace Ideation

Example: User Research and Data Marketplace UX Design

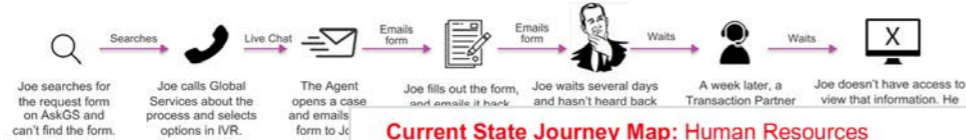
Conducted internal research to bring to life a world class Data Marketplace for NBC Universal that became a white label product for Slalom consulting to help clients monetize data. UX Design considered integrations for several technologies, including data lake integrations, and workbench / sandbox solutions.

Current Journeys: Human Resources

Request Type: Create Requisition / Change Job Request

1

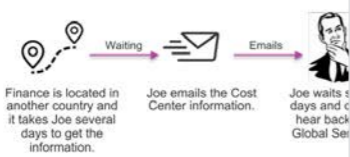
Joe is an IT Manager on a new initiative to grow his development team. He knows of a great internal candidate he'd love on his team. The candidate expressed interest in joining his team, but he knows the candidate is interviewing with other groups. Joe needs to create the requisition quickly.



CUSTOMER EXPERIENCE – Joe has created a template to earn exactly what he needs to submit to make that they did not receive his form. When he finally has a position where he can be for the IT and Development Center.

2

Joe has submitted other requests, but each one has taken varying times. Joe crosses his fingers that this request will go through more quickly. Joe is anxious to make the offer before the candidate moves to another organization.

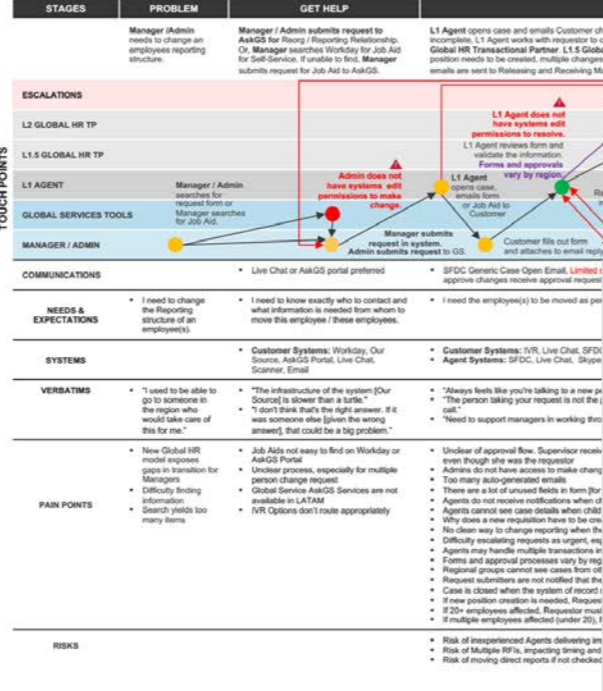


CUSTOMER EXPERIENCE – Getting in touch with Global Services get that normal on? Have they read the request? Several days pass and Joe has heard nothing. He is frustrated. He is furious.

MISSED OPPORTUNITIES – Enhanced portal keyword search to easily locate forms. Enhance the request form fields. Add request numbers to case statuses in communications. Add a point of contact for these requests.

Current State Journey Map: Human Resources

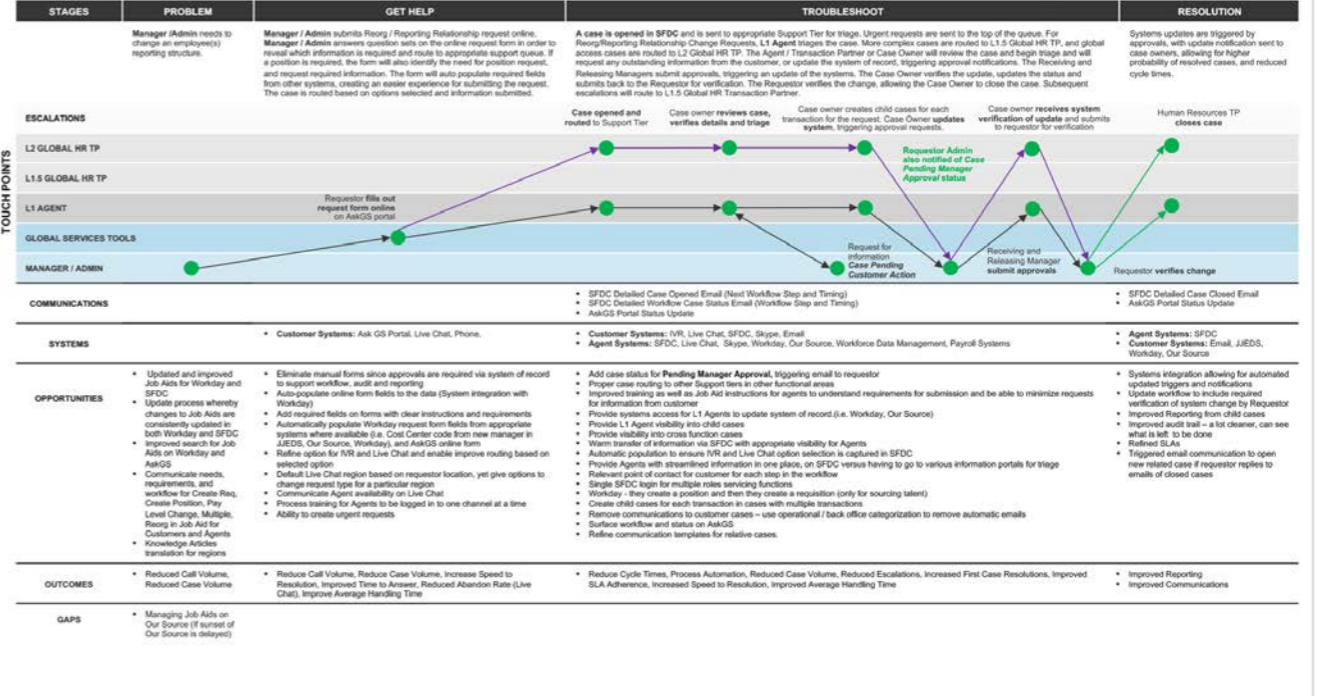
Request Types: Reorg / Reporting Relationship Change



Current State Journey Map

Future State Journey Map: Human Resources

Request Types: Reorg / Reporting Relationship Change



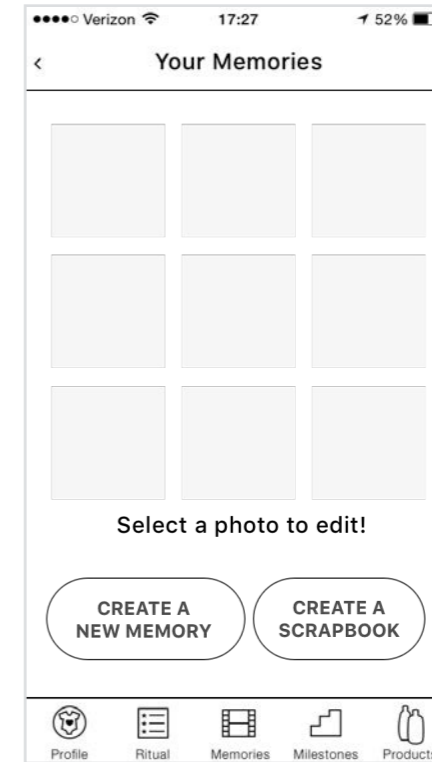
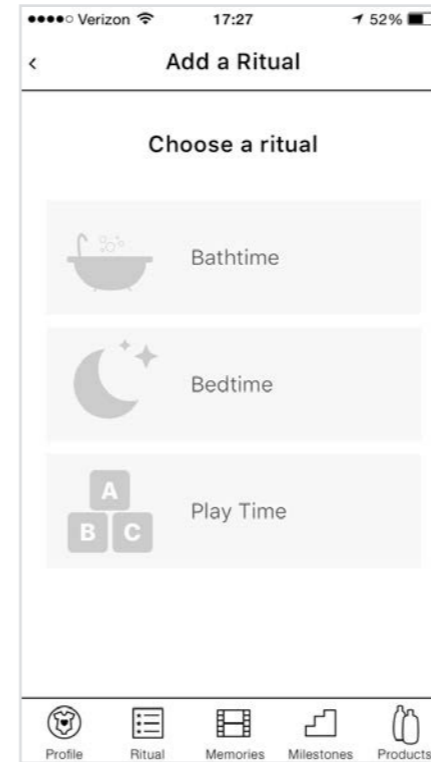
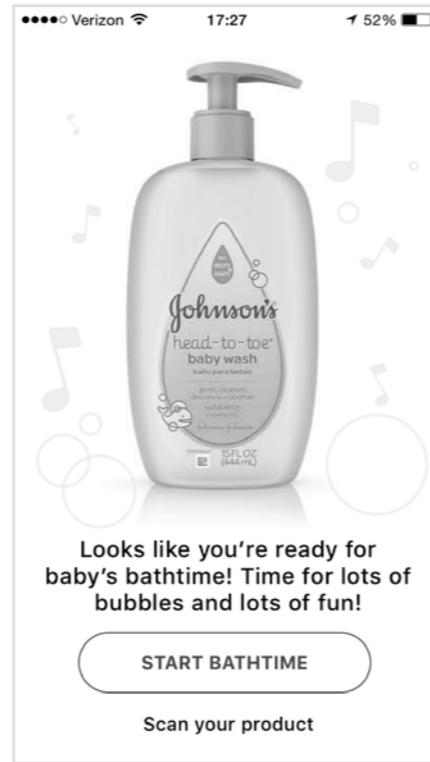
Future State Journey Map

Client: Johnson & Johnson

Project: Global Services Customer Service Salesforce Implementation

Example: User Research Journey Mapping

Three-month discovery project to research user needs and issues with current state Customer Service tools. The Journey Maps above provided working documentation on processes and became tools in themselves to help facilitate conversations between business groups for prioritizing improvements and enhancements for a Salesforce upgrade.

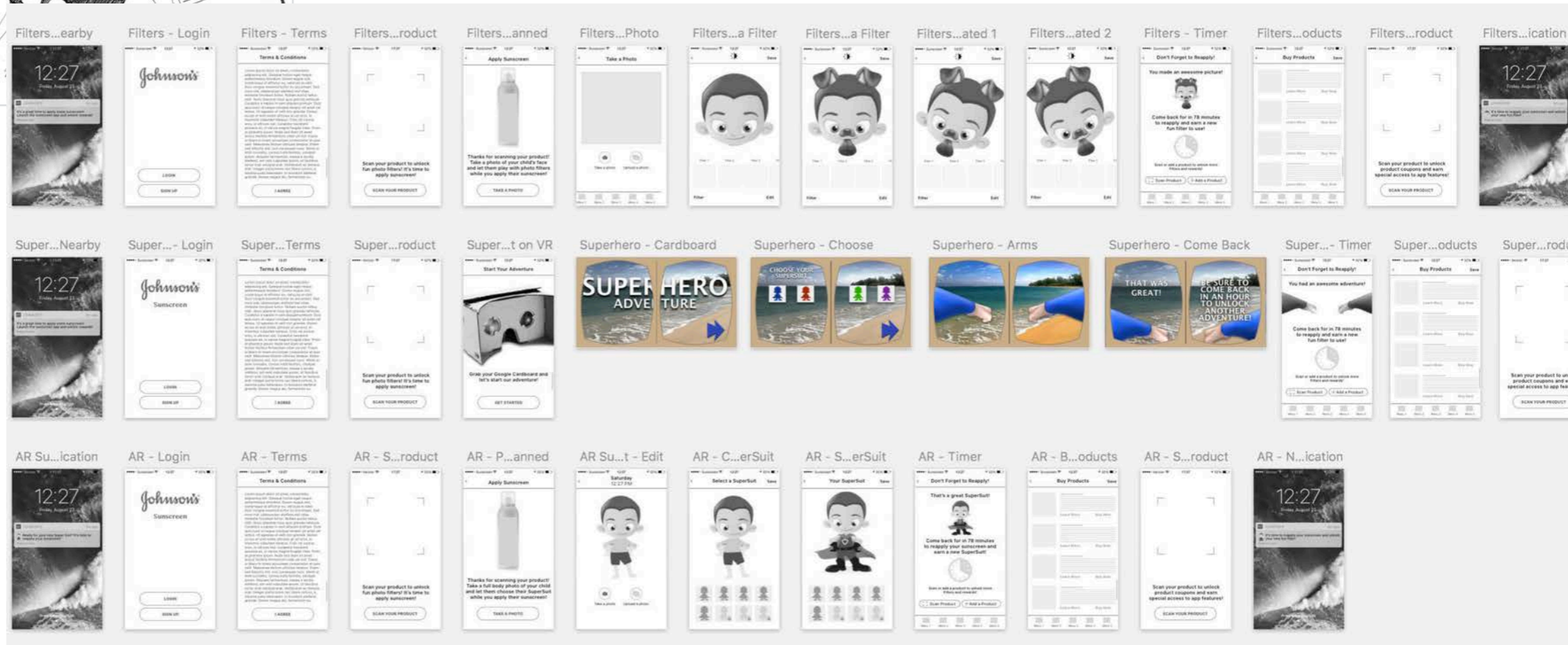
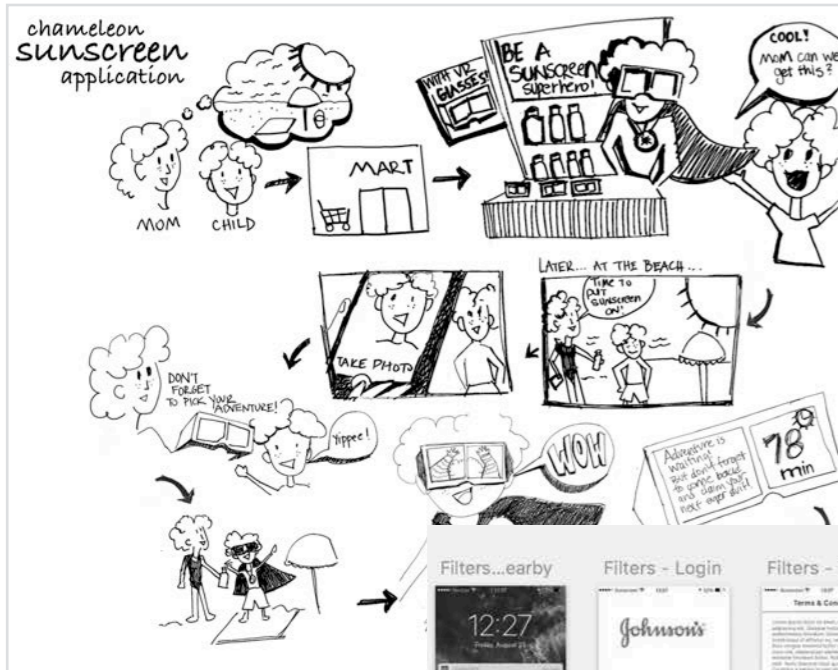


Client: Johnson & Johnson

Project: Mobile Application Ideation

Example: Design Sprint Mapping and Wireframing

Conducted a 5-day design sprint with business, product and technology leaders to ideate an approach for a consumer mobile application, complete with user testing hypotheses. Mobile application screens are wireframe examples of the design approach used to test the design sprint hypotheses developed.

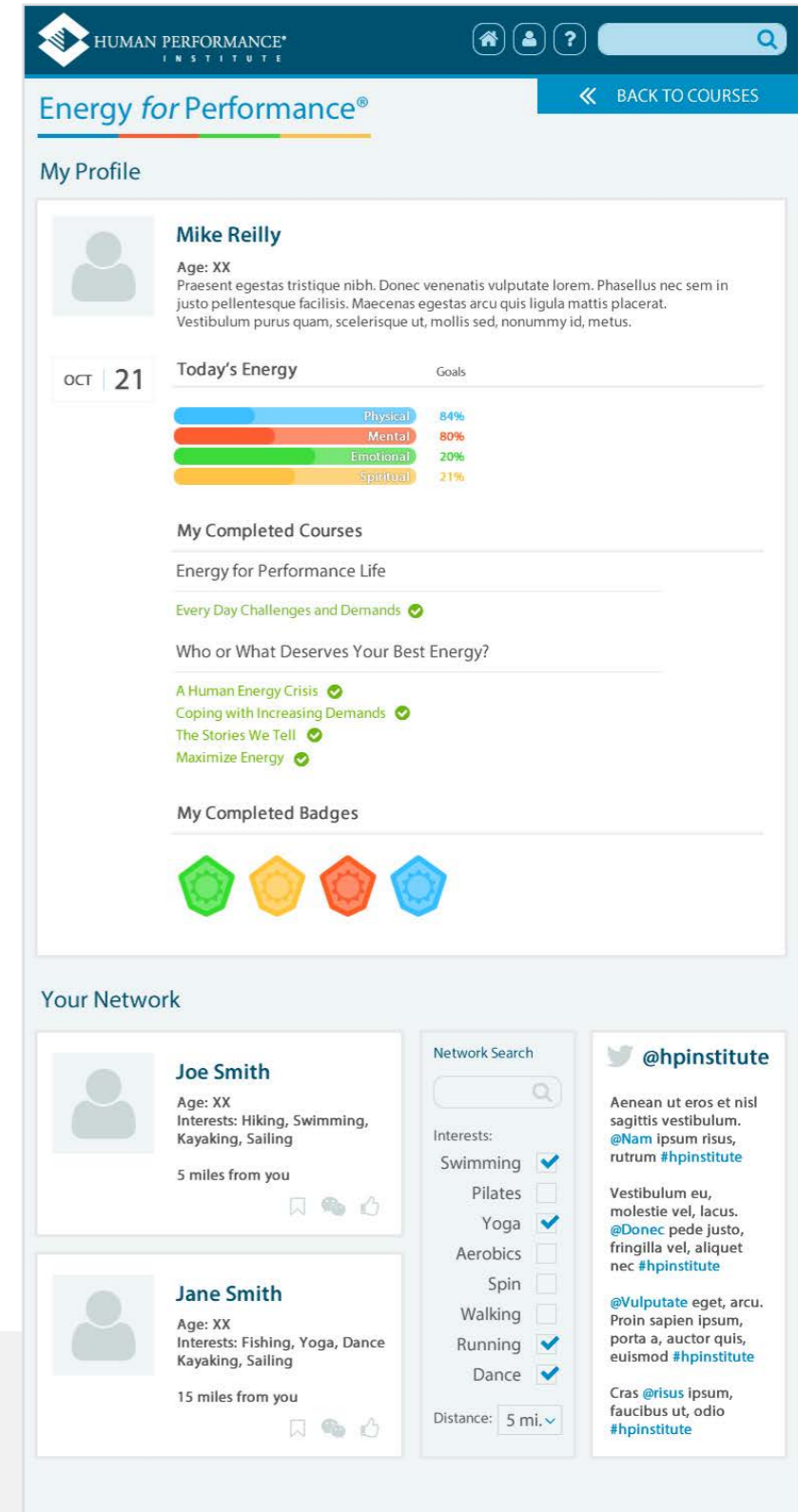
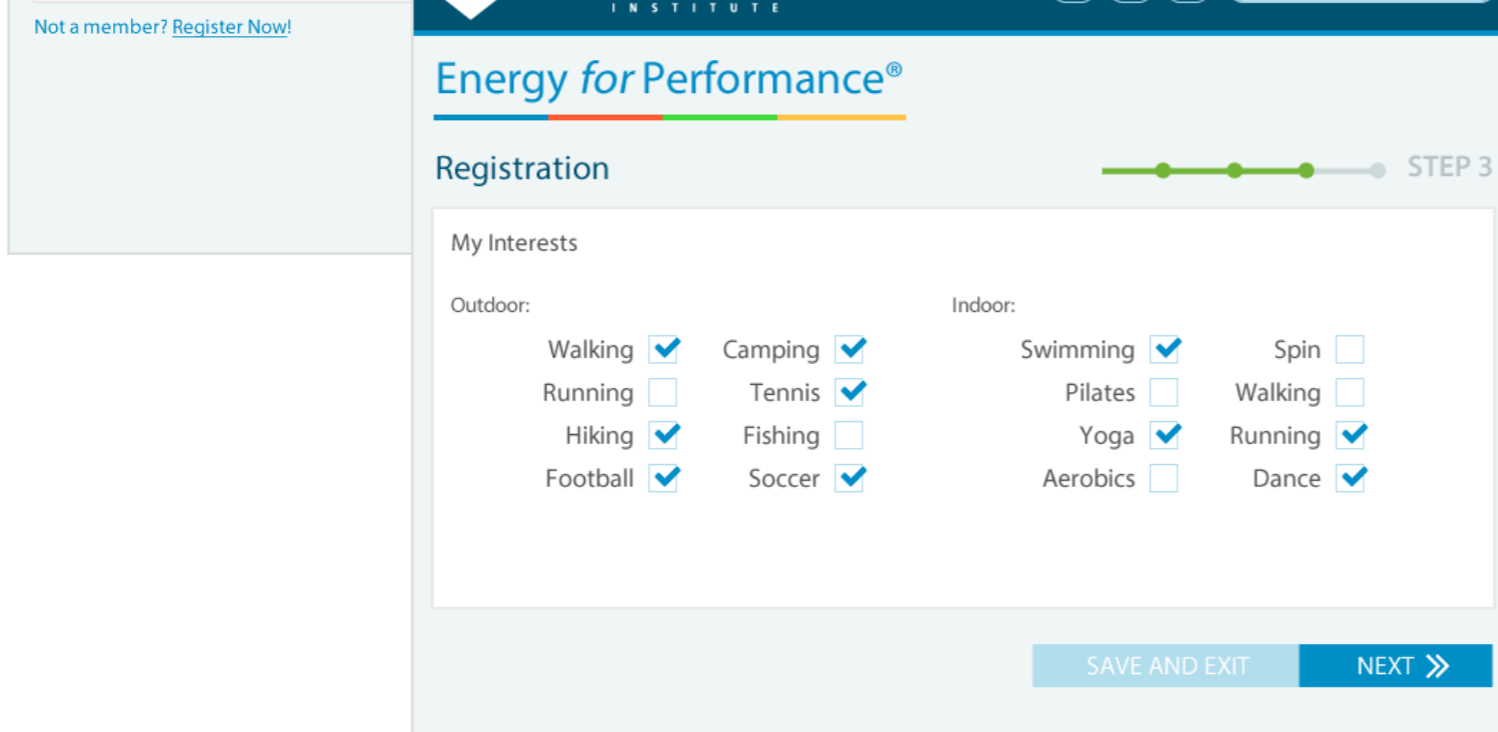
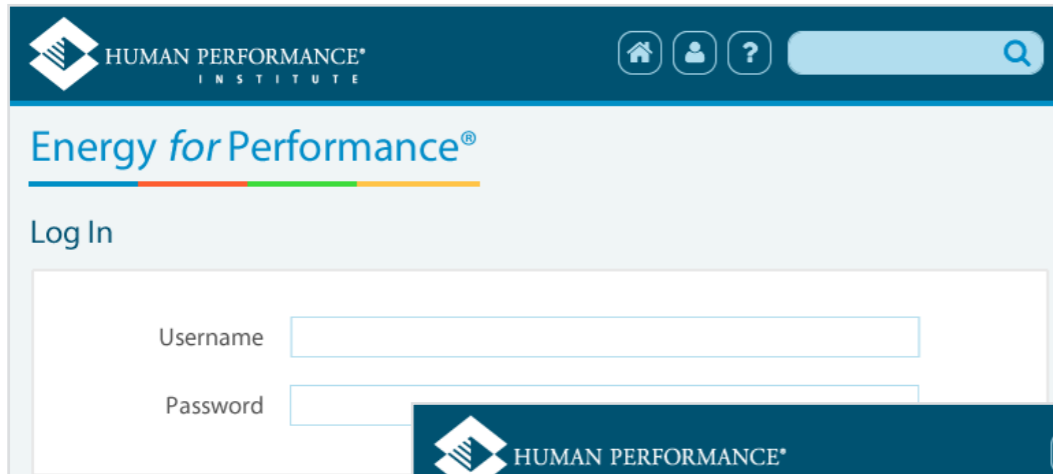


Client: Johnson & Johnson

Project: Sunscreen Mobile Application

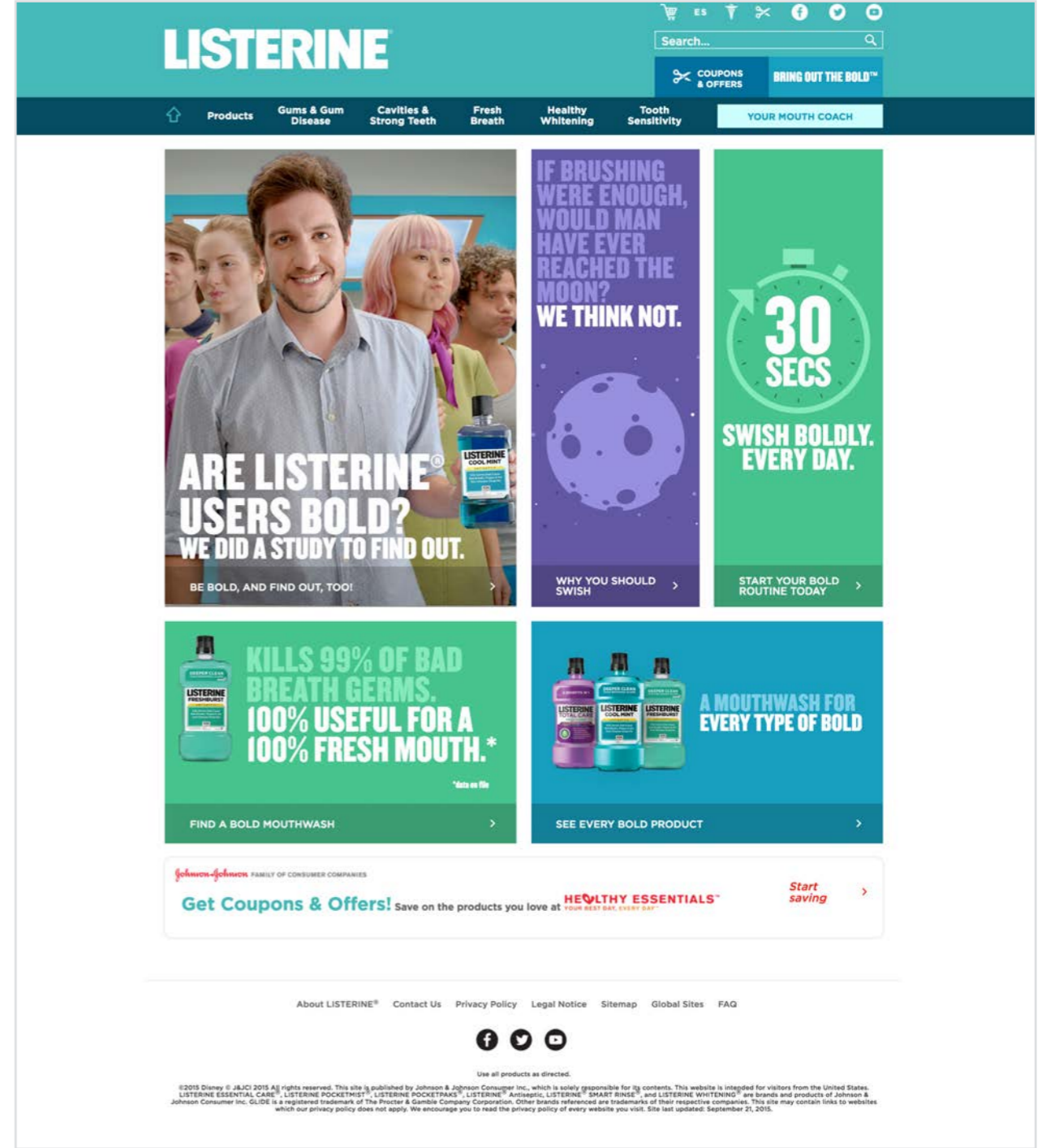
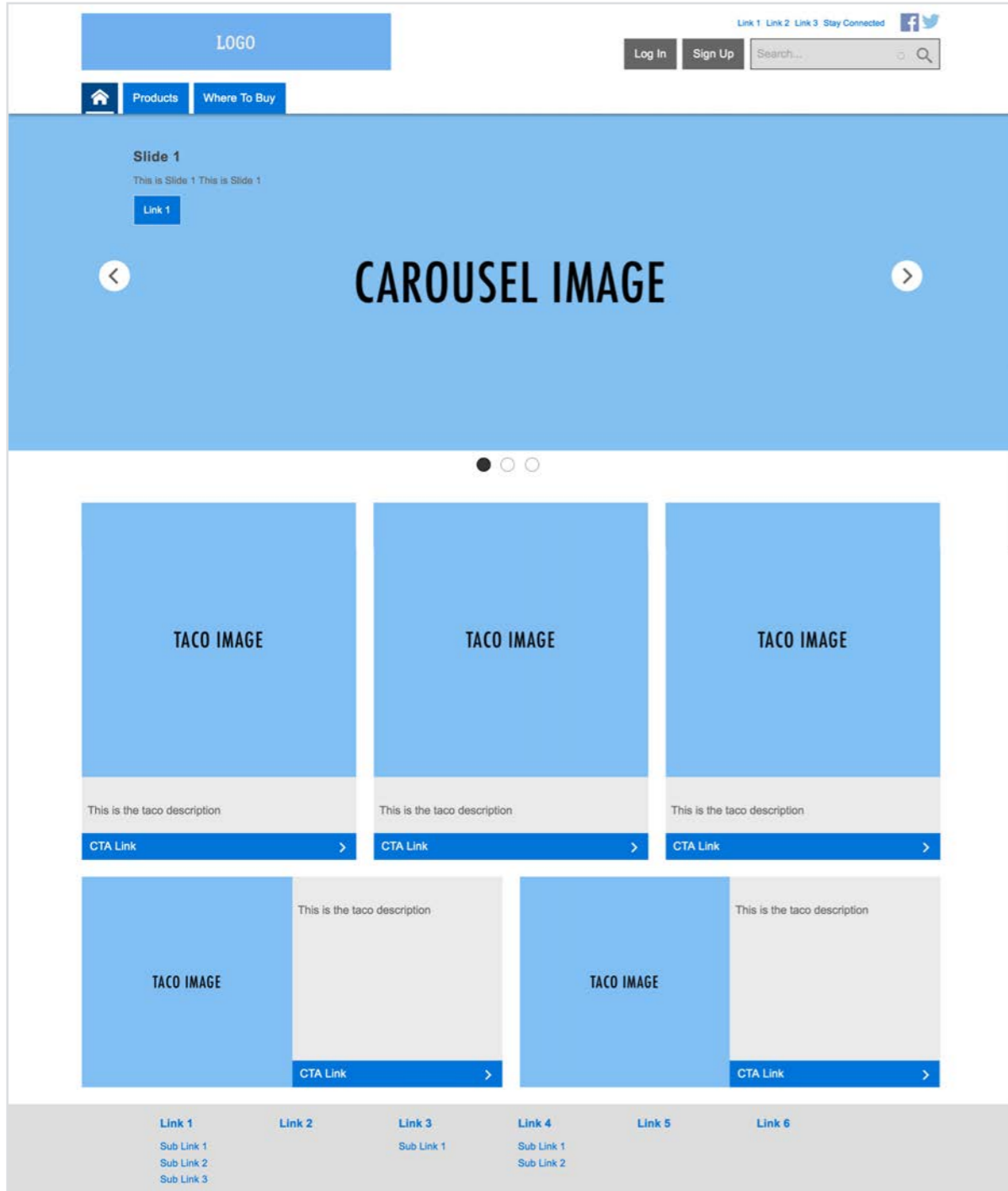
Example: Mobile application concepts

Three concept approaches for consumer brand sunscreen application, that considered the main goal of informing about the benefits of applying sunscreen more frequently and encouraging users to apply sunscreen with reminders and gamification. Storyboards were created for each concept, and then prototypes were designed to showcase the approaches. Concepts included engaging experiences similar to Snapchat interactivity, another using virtual reality goggles, and a third creating an engaging superhero game.



Client: Johnson & Johnson / Human Performance Institute
Project: Human Performance Institute Application Redesign
Example: Login, Registration and Profile Application Screens

UX design prototypes for application redesign, leveraging gamification approaches such as earning badges and encouraging application usage by providing social networking.

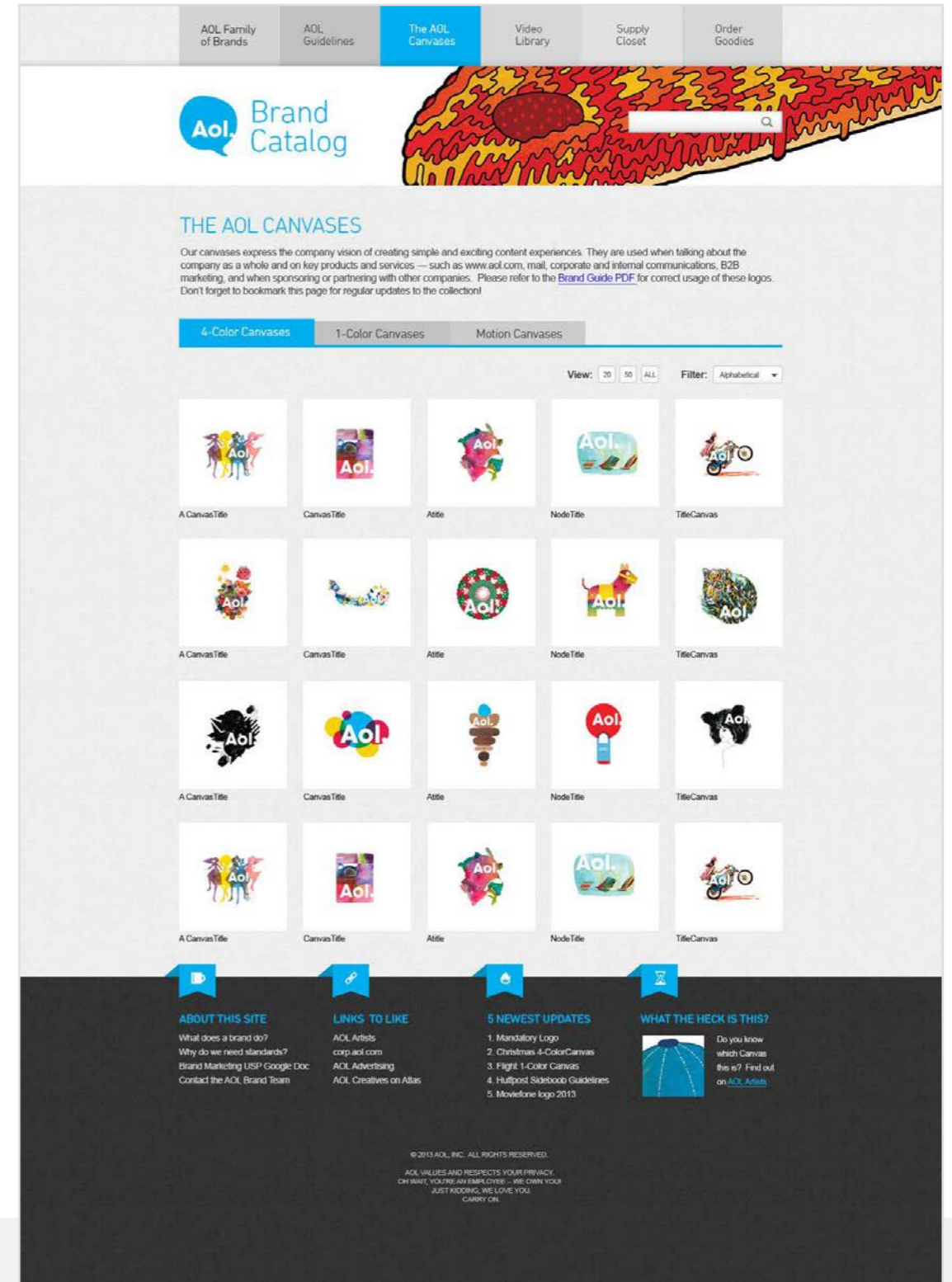
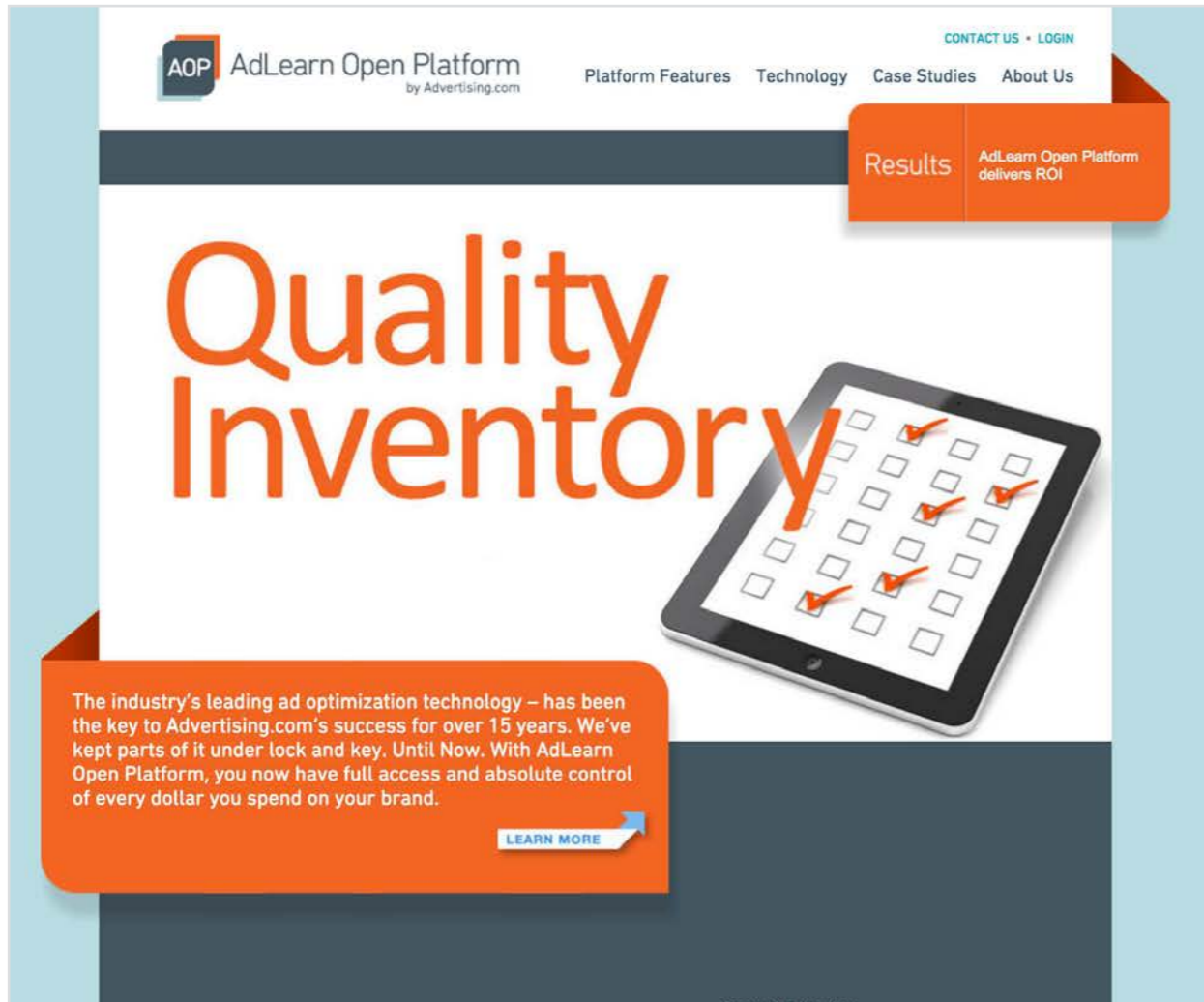


Client: Johnson & Johnson

Project: Consumer Brand Platform Redesign

Example: Front End Design Templates and Application

Left screen shows an example of a front-end template designed for a content management platform and the right screen shows the application of a template to a consumer brand website.



Client: AOL
Project: CMS Design Implementation
Example: Landing page and Search Results

Design and implementation using custom CMS application.

BETA

MY E*TRADE 360


YOUR NEW CUSTOMIZABLE, ONE-PAGE INVESTING EXPERIENCE.

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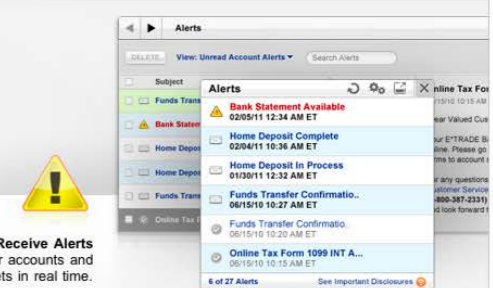
Your Feedback is Important.
 Help us improve this new revolutionary experience that will let you stay on top of your investments and track the markets from one fully customizable page. Your feedback during development will help us fine-tune the product prior to launch.

TRY THE BETA VERSION OF MY E*TRADE 360:
 We will be adding new features like integrated trading, news, and watch lists in the near future.

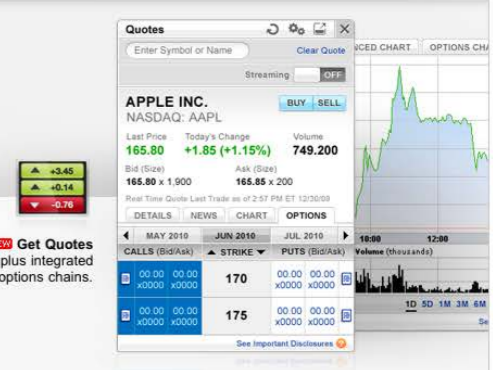
NEW Track your accounts
 See your net assets, performance, and allocation at a glance.



NEW Receive Alerts
 Get updates on your accounts and the markets in real time.



NEW Get Quotes
 See the latest prices, plus integrated news, charts, and options chains.



GET A GUIDED TOUR OF MY E*TRADE 360
 We'll help you get started with a free live web seminar

Presenter: Bryan Krietzberg, Active Trader Consultant
 Date: Tuesday, March 29, 2011, 12:00 – 1:00 p.m. (ET)

[Register Now >](#)

Client: E*TRADE

Project: Trade Platform Email Design

Example: Email Design