

Imprivata Technical Account Manager

Benefits of a TAM

- Trusted advisor for all architecture aspects of your Imprivata solutions
- Provides personalized attention to your team and infrastructure to ensure issues are proactively avoided
- Aligns your organization's future with the future of Imprivata solutions and product roadmap for continued success
- Recommends new training opportunities for customer staff
- Manages customer architecture

The Imprivata Technical Account Manager (TAM) is your organization's seasoned technical expert in all things Imprivata. The TAM is responsible for ensuring that your Imprivata investments are optimized for your architecture and clinical workflows to provide a reduced time to value and a maximized return on investment. With your organization's long term future in mind, our TAMs are committed to making sure Imprivata solutions are aligned.

Technical Account Manager

Each TAM on staff is regarded as a senior technical advisor with a deep understanding of Imprivata solutions and their integrations to third party solutions. They proactively engage with their assigned customers on a regular basis to review and discuss any changes in an environment to ensure it will not disrupt the workflow of clinicians and the care being provided to their patients.

Each TAM completes an architectural review of their assigned customer so that, in the event of an issue, a resolution can be expedited based on knowledge of your environment. A TAM will also assist the Imprivata support team with technical questions should they arise.

Maximized return on investment

Twice a year, the Imprivata TAM will visit their customer, review current utilization, and make recommendations on how Imprivata solutions could be further leveraged. The TAM will perform an environmental health check during these visits to validate that all Imprivata systems are operating at peak performance.

If something needs to change, the TAM will work closely with your technical resources to ensure best practices are followed and to implement changes to create immediate benefit.

What you get with a TAM

- Designated Technical Account Manager
- Trusted advisor for all things Imprivata
- Resource to assist with application profiling
- New configuration consultation
- Twice annual health check and utilization review meetings
- TAM allowance

Reduced time for greater value

Imprivata TAMs understand the complexities of our customer environments and the amount of time that is invested in ensuring one component doesn't break another. Through partnership with your customer's technical teams, the TAM helps minimize the time needed to confirm third party systems are supported or configured properly by providing consultation and supporting documentation.

The TAM also manages a living architectural document which serves as a blueprint for your environment. This can then be used by the Imprivata support team to reduce the time it takes to resolve support cases.

Success now and into the future

Product influence

Imprivata TAMs are among the top technical resources at Imprivata. Thanks to their service to our customers, they are regarded as advisors to our product teams. When a new feature is introduced into an Imprivata product, they are among the first to be trained and their input is often used to shape the product design and functionality.

Thanks to this influence, customer product requests and suggestions are accurately communicated to product teams based on the needs of their assign customers. This accuracy helps our product teams determine the correct course for action for a suggested feature.

Workflow excellence

Imprivata TAMs are part of the core team at Imprivata that surveyed hundreds of Imprivata customers and have developed the Imprivata Reference Architecture. This reference architecture outlines the optimum clinical workflows and aligns them with the technical configuration required.

This team understands the reference architecture and how it can be implemented for maximum benefit to your organization. They will work with your clinical and technical stakeholders to identify the workflows that work best for your user and their patients.

TAM allowance

Every TAM is given an allowance budget to use at their discretion on behalf of each of their customers. This allowance is granted on top of the purchase price of the TAM at no cost to the customer. This allowance can be used to deliver add on professional services for additional training, implementation of a new configuration, go-live assistance, and any other non-material services. It can also be used for additional site visits by the TAM, outside of the regularly scheduled visits.

Service activities		TAM
Service time	<ul style="list-style-type: none"> • 12-month annual subscription 	Recurring meetings
Customer success	<ul style="list-style-type: none"> • Proactive engagement to ensure maximized ROI 	✓
	<ul style="list-style-type: none"> • Coordination with product management on new feature feedback 	✓
	<ul style="list-style-type: none"> • Monitored license utilization for reduced cost of ownership 	✓
Operational risk management	<ul style="list-style-type: none"> • Proactive upgrade assessments to ensure compatibility and frictionless upgrades 	✓
	<ul style="list-style-type: none"> • Coordination with Imprivata support on open cases 	✓
Best practices and continued adoption	<ul style="list-style-type: none"> • Work with technical and clinical teams to adopt new workflows 	✓
	<ul style="list-style-type: none"> • New SSO profile creation and implementation 	Up to two hours of work per profile
	<ul style="list-style-type: none"> • Cross-vendor integration and best practices 	✓
	<ul style="list-style-type: none"> • Bi-annual health check 	✓
Insight and planning	<ul style="list-style-type: none"> • Creation and maintenance of architectural environment map 	✓
	<ul style="list-style-type: none"> • TAM allowance to be used on behalf of customer for new configuration, additional deployment services, and additional education 	✓
	<ul style="list-style-type: none"> • Integration into change control processes to ensure smooth forward momentum 	✓
Analytics and measurement	<ul style="list-style-type: none"> • On-demand utilization reports (if data is available to TAM) 	✓
	<ul style="list-style-type: none"> • TAM business review (AKA success outlook) 	Bi-annual



About Imprivata

Imprivata, the healthcare IT security company, enables healthcare securely by establishing trust between people, technology, and information to address critical compliance and security challenges while improving productivity and the patient experience.

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