

Imprivata Premium Plus

Enhance Your Premium Support Coverage

Benefits of a Technical Account Manager

- A personal relationship with a designated senior technical expert who understands your organization, your implementation and your needs.
- Prevent issues before they arise with proactive planning and regular technical reviews.
- Thoughtful recommendations made with an eye towards the future of your company and the Imprivata product roadmap.

Imprivata Premium Plus is offered as a supplement to Imprivata Premium Support, and augments your existing support service plan with a designated Technical Account Manager (TAM) and the provision of an annual pre-paid allowance to use on ad-hoc service engagements. If you want the peace of mind of knowing that your Imprivata deployment is providing the greatest value to your organization at all times and aligns with your long term strategy, this offering is for you.

Technical Account Management

Gain a direct relationship with a senior technical resource that has in-depth knowledge of your technical environment and hands on knowledge of Imprivata best practices. Build a relationship with an adviser and advocate through regularly scheduled reviews and annual on-site visits.

Proactive & Personalized Support

Your TAM is dedicated to helping you maximize your investment in your Imprivata OneSign® solutions. Your TAM provides proactive advice and guidance to help you identify and address potential problems before they occur. Should a problem arise, your TAM will own the issue and engage the best resources to resolve it as quickly as possible with minimal disruption to your business.

Your TAM is assigned by matching your technical profile with the product and industry expertise of one of our engineers. They will engage in your issues, provide oversight to ensure satisfactory resolution of them, and make personalized recommendations for improvements to ensure ongoing success.

Monthly and Annual Account Review Cycles

Your TAM engages in your issues, owns the most critical, and makes recommendations for improvements to ensure ongoing success. On a monthly basis, your TAM will perform an account status review of support and program activity and provide analysis and trending.

Your Imprivata TAM will also come on site every year to gather source information and perform a documented review of your Imprivata implementation architecture to ensure you are maximizing the effectiveness and value of your solution.

Why Premium Plus?

- Designated Technical Account Manager
- Support case analysis and reporting— trend analysis, patterns, SLAs, on recent support activity.
- Monthly account reviews.
- Onsite support available when necessary to troubleshoot issues when resources are thin.
- Upgrade/migration support – appliance upgrades, support to cover time-sensitive issue that might occur during your planned migration or upgrade.
- Facilitate recurring team meetings, status updates and progress reports.
- Document and communicate your OneSign environment knowledge to technical support staff to expedite troubleshooting efforts.
- Assist with coordination of multi-vendor troubleshooting efforts.
- Promote regular and consistent communication between your organization and Imprivata internal groups, including support, services and product management.
- OneSign Insight® log file reviews to help identify potential risks and corrective actions.

Understands the Present, Planning for the Future

Your TAM understands your current solution deployment, configuration, day-to-day use, as well as your future plans and uses this understanding to design the best possible solution and support readiness plan for your organization. This effectively enhances the resources of your organization to gain efficiency in the operational execution of your Imprivata and related technology initiatives.

Best Practices and Special Status for Operational Risk Mitigation

Your TAM and senior level technical support engineers regularly review your OneSign deployments for configuration and application profiling opportunities for optimization, as well as best practice suggestions. Upgrade planning and ongoing optimization also increases the business value of your OneSign investment during OneSign and application upgrades to add new capabilities and features.

Team Training Assessment

Your TAM will work with you and your technical personnel to identify OneSign skill gaps and opportunities for training, whether onsite, classroom based or via the Imprivata Educational Services' online Learning Management System (LMS).

Preferred Status on Issue Escalation

In case of a technical issue, you'll receive rapid access to senior level Customer Support Engineers. Premium Support provides rapid engagement to identify critical issues reports and fast-tracks them through the support process, from problem identification to engineering involvement and scheduling of bug fixes.

Exclusive Access to New Releases and Product Information

Receive proactive notification and priority access to product feature requests and fixes as well as beta software for testing of new feature releases. Roadmap and future feature plan presentations individualized for your needs.

You'll also have direct access to Product Management roadmaps to understand what is planned for future releases and which features will benefit your organization the most. This allows you to plan ahead for future implementations with insight in to the next release.

Additional Technical and Advisory Services

Along with the bespoke entitlement aspects of the service, the Premium Plus offering includes an allowance of paid services that may be applied to one or more of the following:

Application Profiling

The Premium Plus offering provides you easy access to Application Profiling expertise to assist with profiling for new or updated applications. Assistance can be provided in validating and building out your Application Profiling.

Larger projects may warrant consideration of an Imprivata Professional Services project. However, with Premium Plus, access to such services for day-to-day or routine application profiling updates is included and easy.

Scheduled After Hours Support for Planned Events

Your Imprivata Premium Support Plan provides around-the-clock access to support resources for urgent needs. Additionally, the Premium Plus offering

allows you to take advantage of scheduling an on-call resource to assist with the unexpected during scheduled after-hours projects like upgrades and new implementation go-lives.

Scheduled Onsite Support Assistance

Is your team busy with a large project that is putting stress on your technical resources? Do you need some supplemental assistance dealing with service and support of your Imprivata system?

While Imprivata Support services are delivered through engaging with Imprivata technical resources remotely, the Premium Plus offering allows for the option to occasionally schedule on-site support assistance to supplement your technical team.

These services are billed against that base of paid services included in your plan.

Service Plan Comparison

Features	Maintenance and Support Programs			
	Standard	Premium-A Physical Appliances	Premium-V Virtual Appliances	Premium Plus
Entitlement Services:				
Access to Imprivata Customer Support	✓	✓	✓	✓
Access to Imprivata Support Center online	✓	✓	✓	✓
Lifetime Hardware warranty	1st year	✓	n/a	✓
Unlimited Software Support	✓	✓	✓	✓
Improved Response Time SLA		✓	✓	✓
Unique Telephone Access Pin		✓	✓	✓
After-hours emergency (P1) support, 24 x 7 x 365		✓	✓	✓
Assigned Technical Account Manager (TAM)				✓
Personalized Support - TAM oversees support case process				✓
Proactive Communication on Product updates & availability				✓
Monthly Support Activity and Service Review				✓
Annual onsite Architecture Review				✓
Allowance of pre-paid Services toward:				
Custom Application Profile Support				✓
Scheduled Event Support				✓
Scheduled Staff Augmentation				✓



About Imprivata

Imprivata, the healthcare IT security company, enables healthcare globally to access, communicate, and transact patient information, securely and conveniently. The Imprivata platform addresses critical compliance and security challenges while improving productivity and the patient experience.

For further information please contact us at

1 781 674 2700

or visit us online at
www.imprivata.com/intl

Offices in

Lexington, MA USA

Uxbridge, UK

Melbourne, Australia

Nuremberg, Germany

The Hague, Netherlands