

# Imprivata Remote Administration Management

## Benefits of Remote Administration Management services

- Bolster efficiency with a team of technical experts who can remotely administer your Imprivata solutions
- Cover your Imprivata upgrade, migration, and application needs with a single annual subscription agreement, and performs the hands-on work
- Supplement your help desk and change control processes with Imprivata expert involvement
- Remove management complexity from your environments with alignment to IT best practices

As IT budgets across healthcare become constrained, organizations are seeking ways to optimize IT resources and future proof their technology investments. To do this, leading organizations turn to technical experts from Imprivata that understand their unique needs and are uniquely positioned to provide a hands-on response.

The Imprivata Remote Administration Management (RAM) team is comprised of proactive solutions delivery experts that act as a valuable extension of your IT team. With a comprehensive understanding of the Imprivata platform and its supported components, RAM services become an integral part of your IT strategy.

### Proactive value

The Imprivata RAM team is accountable for being proactive and delivering faster time to value to your organization. Your team should consider RAM services if you:

- Face IT resource constraints, yet must manage enterprise-level change at increasing frequency or complexity
- Require upgrades to Imprivata solutions or Imprivata-integrated systems and you cannot afford costly disruptions in production
- Desire an experienced, trusted expert who can remotely manage your Imprivata solution, is self-sufficient, and provides prescriptive, ongoing communication with your IT team

### Trusted healthcare IT expertise

The Imprivata RAM team has thousands of hours of expertise managing Imprivata solutions. Their experience partnering with numerous healthcare organizations and integrating Imprivata into the most complex workflows makes them an asset to IT teams that are focused on efficiency, precision, and end user satisfaction.

Focus area	Responsibility
Direct administration of Imprivata system	Monitor performance, health, and stability metrics. Implements preventative and/or corrective configuration changes as needed.
	Alerts your team to any changes needed and facilitates any actions or support needed from them.
	Implements configuration changes and expansions to address your evolving needs.



**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.

**For further information please contact us at**

1 781 674 2700  
or visit us online at  
[www.imprivata.com](http://www.imprivata.com)

**Offices in**

Lexington, MA USA  
Uxbridge, UK  
Melbourne, Australia  
Nuremberg, Germany  
The Hague, Netherlands

Focus area	Responsibility
<b>Imprivata system upgrade, migration, and application profiling projects</b>	Identifies and communicates the need for version upgrades. Plans, manages, and completes configuration, testing, and implementation tasks.
	Identifies and communicates the need for appliance migrations. Plans, manages, and completes migration tasks as required.
	Identifies and communicates the need for new application profiles or updates to existing profiles. Plans, manages, and completes profiling, testing, and other deployment tasks.
	Installs and configures proof of concept (POC) environments to allow testing of requested features and enhancements.
	Responds to errors/issues that require fixes and owns communication and issue management. Plans, manages, and completes configuration, testing, and implementation tasks.
	Responds to environmental, application, and integration issues requiring a new Imprivata appliance. Owns communication and issue management. Plans, manages, and completes migration tasks.
	Responds to the need to update existing profiles and the need for enablement of new applications. Owns communication and issue management, and plans, manages, and completes profiling, testing, and deployment tasks.
<b>Customer help desk escalation handling</b>	Trains your help desk staff to optimize front-line user and customer support service level agreements (SLAs) on Imprivata-related cases.
	Receives end user issues escalated through your help desk for troubleshooting, determining root cause, and reaching a resolution.
<b>Change management: Imprivata system configuration</b>	Interprets architecture, system, and workflow changes for configuration, testing, and implementation tasks.
	Owns the hands-on configuration and testing tasks within the Imprivata system. Assists and supports integration testing.
	Responds to unanticipated need for changes and helps actively remediate impacts to the Imprivata solution caused by changes to architectural components integrated with the Imprivata system.
<b>Onsite configuration assessment</b>	Facilitates annual (or 30-day post-live) technical check-up, documents findings and recommendations, owns strategic planning to achieve your support, adoption, and expansion goals, and documents sequence of technical steps and effort required.
	Provides direct ad hoc test support, troubleshooting, and emergency management.
<b>Application relationship management</b>	Schedules and runs checkpoint calls with application teams that are dependent on the Imprivata system; includes preparation and completion of action items/ follow-ups needed.
	Serves as the customer stakeholders' single point of contact for system/application needs.