Support & Professional Services for Imprivata Cortext

Benefits

- Integrate secure communications smoothly in your organization's clinical workflows

- Extend your team with Imprivata's experts, offload deployment tasks and free up your IT staff to focus on other priorities.

- Leverage hospital-proven implementation methodologies and best practices

- Drive adoption with effective education methods, resources and support

With Imprivata Cortext®, you put the power and convenience of secure communications in your clinicians' hands. But integrating new technologies in clinical workflows is always a challenge. Competing priorities, stretched IT resources, and care providers' busy schedules are just some of the factors that can throw a project off track.

Imprivata Support & Professional Services provides your organization with an effective way to meet these challenges and ensure a fast, smooth and effective Imprivata Cortext deployment and customer experience. Professional Services for Imprivata Cortext extends your in-house IT resources with a seasoned team of healthcare IT services professionals dedicated to the success of your Imprivata Cortext project.

Ensuring Success, Maximizing Effectiveness

Imprivata Professional Services team members have extensive experience in deploying advanced technologies in healthcare environments. Using best practices developed over hundreds of successful engagements, they tailor each implementation to the customer's specific requirements. With services that support all phases of the deployment lifecycle, Imprivata Professional Services helps customers to deploy Imprivata Cortext successfully and maximize its effectiveness over time.

Professional Services for Imprivata Cortext – Key Components

When introducing new technologies to end users, success usually hinges on three factors: project management, staff training, and solution deployment. Professional Services for Imprivata Cortext span all these requirements with distinct components for Project Management, Administrator Training, and Workflow Design and Deployment Support services. Following are brief descriptions of the primary deliverables within each of these service offering components.

Project Management

This component covers the full range of planning, preparation, testing and project monitoring functions required to incorporate Imprivata Cortext effectively in the in the customer's environment. Key deliverables of this service component include:

- Managing project tasks and responsibilities, such as facilitating status calls and other communication, tracking work progress and managing timelines

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- Preparing and conducting the project kick-off meeting with the customer's team to ensure project readiness, specify project roles and responsibilities, set expectations, and confirm logistics

- Conducting a workflow assessment ensuring the new solution will serve the needs of the end-users while meeting the business objectives of the organization

- Creating a detailed project plan, including key milestones and success criteria that must be achieved before Imprivata Cortext will be deployed to the entire Customer facility

- Managing the scheduling of Imprivata resources during the project

- Preparation of status reports during active periods of project engagement

- Handling escalation of any technical or business issues pertaining to Imprivata

Administrator Training

As part of this service component, Imprivata's Customer Education team provides specialized training to the customer's staff member or members who will serve as their organization's Imprivata Cortext Administrator(s). The training focuses on ensuring that these individuals understand all aspects of the solution so they can properly administer the solution and serve as the focal point for answering care providers' question about Imprivata Cortext and addressing any issues that arise with end users.

Delivered via two 2-hour WebEx sessions, highlights of this training include:

- Overview of Imprivata Cortext's features and technical capabilities

- Understanding Imprivata Cortext's Policy Setting options and their organizational impact

- Best Practices for Imprivata Cortext deployment and driving end user adoption

- Introduction to the Customer Support Center

- How to manage on-going maintenance and software updates

Workflow Design & Deployment Services

This component is designed to support the actual deployment of Imprivata Cortext within the customer's environment, and to ensure an effective roll out to clinicians and other end users. Deployment services fall into the following three categories:

- **Workflow Design & Analysis –** Our expert clinical and services team will help you design your groups and workflows for implementation (i.e. Code team activations, medication verifications, eReferrals and more) to optimize adoption of the solution.

- **Application Deployment –** Our Services Consultant will assist the customer's Administrator in the deployment of Imprivata Cortext to workstations, PCs, and other devices as required per the customer's deployment plan.

- **Configuration and Setup of Enrollment Stations –** Our Services team will work with the customer's Imprivata Cortext Administrator to set up enrollment stations, assist with initial end-user enrollments, and provide support and assistance in answering questions, and generally facilitating positive end user experiences to increase adoption.

- **Deployment Go-Live Support –** The Imprivata Services Consultant will be onsite as required per the customer's Services Order for a specified number of deployment days to support initial group deployment. This includes pre-deployment work to schedule specific deployment offerings which can include activities such as: office hour enrollment, departmental visits, clinician meetings, and shift-changeovers.

Ongoing Education

Imprivata understands the importance of providing educational methods that meet your specific needs. Building from our foundational instructor led public classes or on-site training class to our continuing education online self-paced learning we have the content to ensure your teams always have what they need, when they need it. The Imprivata Learning Center is a convenient learning option to ensure you have everything you need to get the most out of your investment. The Learning Center offers continuing education for project readiness, system administration, new features and workflows and user enrollment.

Professional Services for Imprivata Cortext deliver exceptional value to customers. Imprivata's experienced and reliable Professional Services Consultants complement and extend in-house IT teams. They can manage all aspects of a customer's Imprivata Cortext deployment. For customers, these services ensure manageability, predictability, and success with their Imprivata Cortext initiatives.

Imprivata Cortext Services are available in the following packaged offerings:

Imprivata Cortext Service Packages	Self-Service	Jump Start	Core	Premium	Enterprise
# of Users	1-50	51-149	150-299	300-499	500+
Online Learning Center	✓	✓	✓	✓	✓
Project Management		✓	✓	✓	✓
Instructor-Led Training			✓	✓	✓
On-Site Deployment				✓	✓
Price	Call for pricing				

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imprivata®

About Imprivata

Imprivata is a leading provider of authentication and access management solutions for the healthcare industry. Imprivata's single sign-on, authentication management and secure communications solutions enable fast, secure and more efficient access to healthcare information technology systems to address multiple security challenges and improve provider productivity for better focus on patient care.

Over 2 million care providers in more than 1,000 healthcare organizations worldwide rely on Imprivata solutions. Imprivata is the category leader in the 2012 and 2013 Best in KLAS Software & Services Report for SSO, and SSO market share leader according to HIMSS Analytics.

For further information please contact us at:
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Offices in:
Lexington, MA USA
Santa Cruz, CA USA
Uxbridge, UK
Paris, France
Nuremberg, Germany
Den Haag, Netherlands

Imprivata Cortext Support

Imprivata backs award-winning solutions with expert customer support services that are both responsive and proactive:

- **Always-on resources:** With one click, you can access our online support center for a range of tools, blog posts, software additions and insightful articles. We're focused on taking you to an optimized state — and constantly enhancing the support center to get you there.

- **Case management:** Our support center lets you submit a support case, see updates from engineers and view your closed cases. By getting a window into your support history, you can see trends, potential trouble spots and areas for optimization.

- **Resolution services:** Our highly skilled technical support team provides problem-response services that get you back on track fast.

Imprivata offers 2 support programs for Imprivata Cortext. Standard Support and Premium Support. As part of the monthly license fee, all customers receive the benefit of Standard Support. Customers who wish to maximize their investment can upgrade to Premium Support at an additional monthly cost.

Imprivata Cortext Support Offerings	Standard	Premium Plus
Online Customer Center for Case Submissions	✓	✓
Online Customer Community	✓	✓
Online Product Ideas Voting	✓	✓
Phone Support (Monday-Friday 8AM – 8PM)	✓	✓
4 hour response time SLA	✓	✓
Phone Support 24X7		✓
Weekend Support		✓
Case Submission Priority		✓
Enhancement Request Prioritization		✓