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Imprivata Mobile for iOS

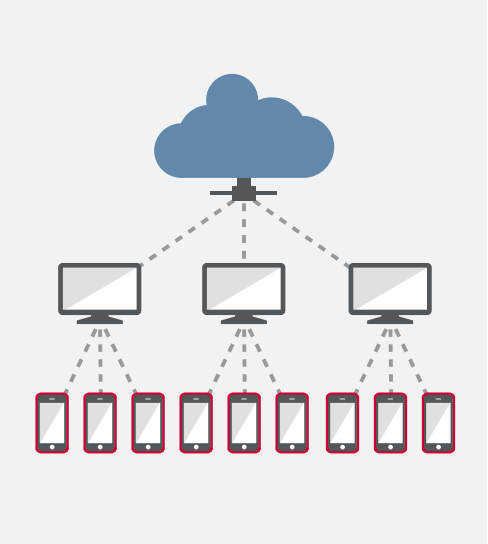
Mobile initiatives made simple

Healthcare organizations are implementing mobile solutions to improve care quality and increase operational efficiency; however, the introduction of new mobile technologies creates challenges around security, device management, and clinical efficiency.

Imprivata Mobile is a comprehensive, end-to-end mobility solution that helps organizations optimize their mobile strategies. Imprivata Mobile delivers automated device provisioning, secure device checkout, and fast, secure access for users, helping customers unlock the full potential of shared mobile devices by ensuring a fast, efficient workflow while improving security and auditability.

Extend the reach of your mobile and IT teams

Imprivata Mobile provides remote management of device fleets via a hybrid-cloud management platform. With tight integrations with leading MDMs, and on-the ground Launch Pads to support USB tethered devices, Imprivata Mobile offers a hands-on-like experience for device management, from any where at any time.



With Imprivata Mobile, IT and mobile teams have the flexibility to support everything from wide-reaching, scalable fleet updates to granular management of individual devices and can remove the need to physically interact with devices individually for a number of routine management tasks including:

- iOS updates
- Full erase and re-provisioning
- WiFi changes

Remove management burden for clinical teams

Often, once devices are deployed to the field, the burden of day-to-day ongoing management falls to the clinical teams, creating frustration, reducing clinical productivity, and creating a reliance on non-technical team members to preform technical tasks. Not only is this a poor use of clinical time, but it can also lead to extended periods where devices are out of commission or are unusable, leading to further lost productivity and diminishing investments.

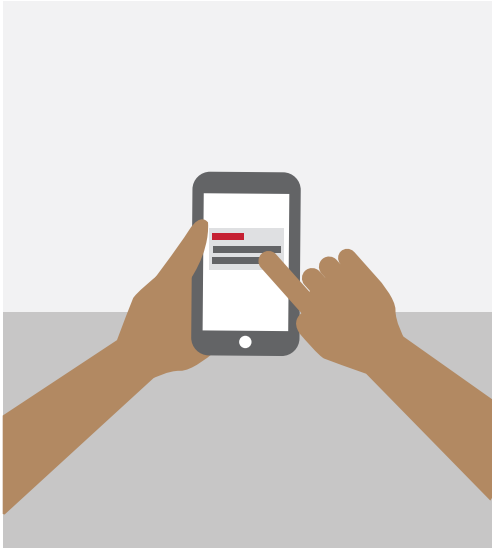
With Imprivata Mobile, organizations can configure automation rules and workflows which can be triggered by simply plugging the device in to an Imprivata Mobile-managed charging station, removing burden from the clinician teams and freeing up time for IT staff. Automation workflows support critical tasks such as:

- Deliver WiFi-free updates while devices are charging
- Digitally sanitizing devices and personal information between users
- Trigger device wipe and resets for device “Self-Healing” without the need for a help desk ticket

Quickly discover lost or misplaced devices

As devices shift from floor to floor and department to department, it’s critical that mobile teams keep accurate track of device inventory to not only ensure that mobile investments are being properly utilized, but also to ensure that clinical teams have the necessary tools for care delivery at all times. Tracking devices as they move throughout a hospital can be labor-intensive and time-consuming. Supporting device recovery is particularly difficult when IT teams are remote, often shifting burden to the clinical teams to manually manage inventory and track device whereabouts.

The Imprivata Mobile hybrid-cloud management platform allows for over-the-air visibility into fleet status, down to the individual device level. Utilizing the Imprivata Mobile Launch Pad, organizations can have complete visibility into critical device information such as where the device was last docked and who the most recent user was. Additionally, automated workflows can trigger notifications when devices have not returned or have been returned to the wrong docking station, further accelerating device recovery. Additionally, through the use of customer attributes and locations, devices can automatically take on a specific user role or MDM configuration profile, without any user interaction, further improving the end user experience without additional burden.



Reduce help desk tickets

When a device has issues once deployed, teams are often times reliant on help desk tickets to resolve those issues and get devices back into a working state. This process, which often simply ends in a device reset, can delay patient care as clinicians log tickets and defective devices are unable to be used and creates a disproportionately burdensome task for IT – especially those who are remote and need to be physically present to troubleshoot device issues.

With the “Self Heal” functionality of Imprivata Mobile, clinicians can troubleshoot device issues with the simple click of a button. Staff can flag a device as unhealthy and the device will be automatically wiped and reset the next time it is docked. This process alleviates the need for IT help desk tickets and often restores the device to working order in a matter of minutes, not hours or days.

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