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.

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Focus area	Responsibility
Direct administration of Imprivata system: Upgrades, migrations, and expansions included	Implements preventative and/or corrective configuration changes as needed.
	Alerts your team to any changes needed and facilitates actions or support needed.
	Implements configuration changes and expansions to address your evolving needs.
	Identifies and communicates the need for Imprivata product version upgrades. Plans, manages, and completes configuration, testing, and implementation tasks, as well as any required appliance migration tasks.
	Identifies, communicates, plans, manages, and completes new application profiles or updates to existing profiles; testing and other deployment tasks included.
	Installs and configures proof of concept (POC) environments to allow testing of requested features and enhancements.
	Responds to errors or issues requiring fixes; owns communication and issue management.
	Responds to environmental, application, and integration issues requiring a new Imprivata appliance. Owns communication and issue management; plans, manages, and completes migration tasks.
Change management: Imprivata system configuration	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.
Guidance during product upgrades	Provide technical knowledge and project management support.
	Creates a project plan for pre-upgrade testing and production cutover.
	Respond to calls from customer staff for assistance during critical production cutover events.
Escalation management	Create customer support cases on behalf of the customer and follow up with status reports on each case on a weekly basis.
	Automatically escalate issues based on agreed upon thresholds regarding case status, priority, age, etc. Summarize status, outcomes, and next steps following escalations.
	Act as the single point of contact and owner of escalations.
Customer help desk escalation handling	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.

Focus area	Responsibility
Onsite configuration assessment	Facilitates twice-annual onsite technical check-up and clinical workflow analysis, documents findings, and recommendations, owns strategic planning to achieve your support, adoption, and expansion goals, and documents sequence of technical steps and level of effort required.
	Provides direct support for testing, troubleshooting, and emergency management.
Application and architectural relationship management	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.
Product advocacy	Monitor advance-notice internal release documentation and alert the customer to product enhancements that benefit their unique needs or objectives.
	Develop project and communication plans for implementing new features.
	Facilitate engagement with Imprivata development team for controlled availability and beta programs, and to provide advanced insight into product roadmap.

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imprivata®

About Imprivata

Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

For further information please contact us at

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