

Imprivata Starter Management Services

Benefits of Imprivata Starter Management Services

- Bolster efficiency and reduce complexity with a team of technical experts who can remotely administer your Imprivata OneSign and Imprivata Confirm ID and align to IT best practices
- Streamline your implementation efforts by leveraging Imprivata engineers with direct remote access
- Minimize the cost and technical risk associated with managing ongoing upgrades and migrations
- Maximize lifetime value and sustained expansion across your enterprise with continuing hands-on system administration and technical guidance

As IT budgets across many industry verticals remain 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 Managed Services team is comprised of proactive solutions delivery experts that act as a valuable extension of your IT team. With a comprehensive understanding of Imprivata OneSign® and Imprivata Confirm ID® and their supported components, Imprivata Starter Management Services become an integral part of your IT strategy.

Proactive value

Our Imprivata team is accountable for being proactive and delivering faster time to value to your organization. Your team should consider Imprivata Starter Management Services if you:

- Face IT resource constraints, yet must manage enterprise-level change at increasing frequency or complexity
- Seek expert initial implementation of your Imprivata solutions with optimized integration and end user workflows
- Require regular upgrades to Imprivata solutions and enterprise systems integrated with your Imprivata solutions, and you value risk management and cost predictability
- 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 IT expertise

The Imprivata Managed Services 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.



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

1 781 674 2700
or visit us online at
www.imprivata.com

Offices in

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

Focus area	Responsibility
Full remote configuration, testing, and go-live	Remotely installs and configures your Imprivata system
	Configures and tests policies and application/system integration points
	Back-end technical support for the production go-live event
Direct administration of Imprivata system	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 to address your evolving needs
Upgrades, migrations, and expansions	Identifies and communicates the need for Imprivata product version upgrades; plans, manages, and completes configuration, testing, and implementation tasks for up to one (1) Imprivata system upgrade per year, as well as any required appliance migration work required
	Identifies, communicates, plans, manages, and completes up to ten (10) 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
Customer help desk training	Trains your help desk staff to optimize front-line user and customer support service level agreements (SLAs) on Imprivata-related cases

In addition to the above benefits, Imprivata Starter Management Services includes several continuing education resources as follows:

- Two licenses for the Imprivata Online Learning Management System
- Two seats per year in any Imprivata regional class
- Up to two annual Imprivata recertification exams