

# Imprivata Advanced Advisory Services

Imprivata solutions are designed to address healthcare's unique and evolving identity and access management (IAM) challenges. To ensure an organization's long-term success with Imprivata solutions, Imprivata has a team whose exclusive focus is ensuring our customers realize value from their investments and have an exceptional customer experience. As your organization navigates the complexities of healthcare IT, it is important that IT and clinical teams alike be able to depend on a trusted technology partner to assist in producing positive business outcomes. Imprivata Advanced Advisory Services enables you to maximize the returns on your investments by offering guidance on how you can most effectively leverage Imprivata solutions, tools, and resources.

## Key benefits

- A personalized approach to drive long-term success with Imprivata solutions
- Proactive partner to identify opportunities for maximizing value and mitigating potential risks to success.
- Central point of contact that understands your specific business needs, will advocate on your behalf, and drive cross-functional collaboration

## Focused on lifelong partnership

The mission of Imprivata Advanced Advisory Services is to establish Customers for Life. To achieve this goal, Imprivata offers Advanced Advisory Services, a subscription-based offering that assigns Imprivata Customer Success Management resources and includes personalized tools and critical training programs that set you up for long term success with your Imprivata solutions. The Imprivata team engages your executive and project teams, gets to know your business strategies and IT goals, and provides personalized guidance on how to achieve those goals with Imprivata solutions. By focusing on opportunities to increase utilization, satisfaction, and return on investment with your Imprivata solutions, this program is designed to develop a strategic partnership between Imprivata and your organization, now and in the future.

## Consultative approach

Imprivata experts are accountable for understanding your business and identifying ways that Imprivata can meet your near-term and long-term objectives. Your organization can benefit from Imprivata Advanced Advisory Services if you:

- Want to maximize value from your Imprivata solutions
- Face enterprise-level change at increasing frequency or across increasingly complex environments
- Desire an Imprivata partner to help drive positive long-term business outcomes

# Commitment to your success

Imprivata Customer Success Managers are committed to your immediate and future success. By leveraging Imprivata Advanced Advisory Services, you can achieve faster time to value and maximize your investment in Imprivata solutions. Our team is here to help maximize the returns on your Imprivata investments.

## Focus areas

Focus area	Responsibilities
Personalized adoption, utilization, and ROI reporting	Regular engagement with your assigned Customer Success Manager, to ensure a clear understanding of your goals and focus on opportunities to accelerate Imprivata product adoption.
	Share adoption best practices and personalized guidance.
	Provide insight into license utilization reporting and personalized assessments to maximize utilization.
	Host annual executive business reviews to uncover opportunities to maximize solution value and mitigate potential risks.
Facilitate issue resolution	Drive collaboration within your key stakeholders and Imprivata staff.
	Track your organization's initiatives, executive and business owner level roadmaps, upgrade plans, and open product issues.
	Monitor satisfaction with owned products; escalate customer needs/issues cross-departmentally.
	Communicate Voice of the Customer survey feedback to Imprivata upper management to help drive strategic initiatives and program improvement.
Continuing education	Access to monthly remote product deep dive training sessions.
	Two licenses for the Imprivata online Learning Management System.
	Two seats per year in any Imprivata regional administrator certification course.
	Up to two annual Imprivata recertification exams included.



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

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