

CASE STUDY



Imprivata Technical Architecture Manager drives quicker development at The Capital Region of Denmark

BENEFITS

- Dedicated resource with technical focus
- Direct updates on news and opportunities
- Continuous sparring on relevant opportunities and development
- Roadmap for existing and upcoming projects and tasks
- Efficient collaboration and solid communication with Conecto and Imprivata

RESULTS

The Capital Region of Denmark has among other things developed the following projects in collaboration with Conecto and their Imprivata TAM:

- Mobile Device Authentication
- NSIS project (National Standard for Identiteters Sikringsniveauer)
- Epic Connector

The Capital Region of Denmark - Centre for IT, Medico and Telecommunications (CIMT) has approximately 975 employees, and is Denmark's largest public health technology centre. CIMT creates the foundation for a well-functioning healthcare system by operating, supporting, and developing IT, medical technology, and telecommunications at the Capital Region of Denmark's nine hospitals, three cross-border businesses, and seven centres.

CIMT's most important task is to ensure that the Capital Region of Denmark's almost 40,000 full-time employees efficiently use healthcare technology at an international top level, thereby ensuring good conditions for high quality and efficiency in patient care.

The Imprivata Technical Architecture Management team

Imprivata solutions integrate with a broad range of technologies in healthcare. To drive a holistic IT strategy, reduce operational risk, and limit potential disruptions, including those caused by periodic updates and infrastructure changes, IT teams require dependable vendor teams with extensive knowledge of healthcare, technology, and the Imprivata solutions critical to their security and provider workflows.

The Imprivata Technical Architecture Management (TAM) team is comprised of technical experts that take a proactive role in the success a customer's IT strategy. When an organisation is empowered with Imprivata TAM services, they unlock the potential of their IT investments and gain architects that take initiative to ensure the security, compliance, and efficiency needs of their organisation and clinicians.

The Imprivata TAM team is accountable for being proactive, driving simplicity, and taking direct ownership of technical matters that can be complex and interconnected. They bring deep technical knowledge and healthcare experience across a broad spectrum of customer organisations and architectural, environmental, and workflow variations.

Collaboration drives improvements

With a dedicated Technical Architecture Management resource (TAM) from Imprivata, the Capital Region of Denmark has secured a close relationship at both the strategic and tactical level with Imprivata, whose solution forms a large and central part of the region's infrastructure. The combination of a dedicated TAM from Imprivata and Conecto's consultants has resulted in stronger and more efficient collaboration that drives quicker development at the Capital Region.

“ As a customer, we are constantly updated on opportunities and developments from Imprivata on relevant aspects of our solution. ”

Henning Høgh, System Consultant, CIMT at the Capital Region of Denmark

"With the new role, the TAM is bridging collaboration between us, Conecto, and Imprivata, ensuring continuous communication between all parties," says Henning Høgh, System Consultant in the Client Platform department, CIMT at the Capital Region of Denmark. "As a customer, we are constantly updated on new features, possibilities and developments from Imprivata on relevant aspects of our solution, as well as the implications for the many systems that our Imprivata solution integrates with. Because Imprivata solutions integrate with many other systems, the TAM has a deep understanding and knowledge spanning technologies needed to identify problems and challenges and ultimately to resolve them. The role has also provided an optimal and well-defined collaboration between Conecto and Imprivata, where the TAM works on improving or developing the concept or product - and our consultants from Conecto ensure that our solution is up and running smoothly."

“ The TAM is a great solution for us: a dedicated resource ensuring a high technical quality, enabling us to leverage the best of Imprivata. ”

Henning Høgh, System Consultant, CIMT at the Capital Region of Denmark

Proactive approach

The new TAM role is characterised by a far more proactive approach to the customer dialogue. Ongoing updates include how other customers around the world use the solution as well as best practices. The TAM combines this with product news and knowledge about the customer - in a roadmap of interesting projects, solutions and updates that are relevant to the customer. This helps the Capital Region of Denmark to structure and implement projects with the right and required features, ensuring that the installation is functioning optimally and that the Capital Region of Denmark are utilising all relevant aspects of their solution. The TAM, so to speak, provides full focus on structuring and developing the customer's installation in the optimal direction.

"In addition to the TAM challenging us and - on our terms - driving the technology into our organisation, the TAM is also our voice at Imprivata. The TAM passes on our needs and requests to Imprivata and lobbies on our behalf at Imprivata in order to get them prioritised." Henning elaborates, "With the new TAM role we have almost been given an extra resource that looks at our solution from a business perspective. A resource that doesn't just react to issues or our inquiries, but proactively acts on potential issues before they pose a problem, presents us with exciting new opportunities, helps us solve challenges and escalate issues, while pushing quality assurance and further development of the product in the direction we need. Just like our consultants from Conecto consider solutions and issues from our business perspective. The TAM represents our interests and evaluates opportunities, challenges and the need for development from our perspective in both the short- and long-term."

Creating value

The responsibilities and framework in the new TAM role have given customers like the Capital Region of Denmark a better opportunity to establish a solid relationship with their TAM through remote meetings, on-site days, and a structured dialogue about the projects and tasks in the agreed roadmap. As Henning emphasises: "It creates real value with a TAM, who has a thorough knowledge of us, our situation, and business. We have a much more successful collaboration across Imprivata and Conecto, resulting in a structured and focused approach to driving the development in the right direction for us. After all, Imprivata is an American company and though they are dedicated to the healthcare sector, there are a lot of differences between the Danish and the American healthcare systems and their requirements. Therefore, the TAM is a great solution for us: a dedicated resource ensuring a high technical quality, enabling us to leverage the best of Imprivata and push for changes that are relevant and important to us in Denmark."

About Conecto

Conecto is a leading IT solution provider with more than 10 years' experience delivering Imprivata and other clinical workflow improving system to the Nordic healthcare and local government.

The purpose of Conecto has always been to assist in removing IT barriers and limitations in order to support the employees completing IT-based tasks in an efficient, secure and most of all user-friendly way. Solutions focus on centralising IT-platforms through virtualisation, mobility, enterprise collaboration and security. Thriving on creating value for the customers, you can expect Conecto to be both committed and motivated to assist your company in choosing, implementing and maintaining the best possible solution.



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 intl.imprivata.com



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