

Imprivata Starter Management Services

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 organizations, across many verticals, 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.

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 solutions 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

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	Directly assists your administrator with implementing preventative and/or corrective changes as needed.
	Alerts your team to any changes needed and facilitates actions or support needed.
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.
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 is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

For more information, please contact us at 1 781 674 2700 or visit us online at www.imprivata.com

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