

Management services for Imprivata Privileged Access Management

Managing secure and compliant access to sensitive environments

Lasting value from technology investments can only be realized when capacity, consumption, cost, and performance are optimized. **Imprivata Managed Services** offers flexible and cost-effective subscription-based managed service solutions.

Let our team help you ensure the safety and security of critical data and systems using a robust privileged access management (PAM) solution that provides protection from attacks, balances security, and enhances IT workflows.

Proactive value

The Imprivata team is proactive and delivers faster time-to-value to your organization. Imprivata Privileged Access Management supported by Imprivata Managed Services can help your organization if you:

- Require a team with the right skills, toolset, and process that are proven to deliver successful outcomes
- Experience resource turnover leading to knowledge gaps, as well as extra costs and time lost to recruiting, hiring, and training of new resources in essential roles
- Struggle to keep the solution current due to competing priorities, resulting in delays to upgrade cycles, expansion initiatives, and value to your organization

Trusted healthcare IT expertise

Our team has thousands of hours of expertise managing Imprivata solutions. Their experience partnering with a broad array of organizations across various industries, and integrating Imprivata into their most complex workflows, makes them an asset to any IT team that values efficiency, precision, and end user satisfaction.

Focus	Responsibility
Hands-on onboarding	<ul style="list-style-type: none"> • Minimizes the heavy lift by your team to roll out and gain strong adoption across all of your users/vendors • Identifies goals, creates a vendor rollout plan and timeline, and acts as point person for communication to your users/vendors • Provides setup, training, and connectivity testing to ensure successful vendor adoption and usage • Ongoing user/vendor onboarding relationship during and following implementation
Direct administration	<ul style="list-style-type: none"> • Implements preventive 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 annually • Plans, manages, and completes configuration and testing as required for appliance migration tasks • Responds to errors or issues requiring fixes • Owns communication and issue management
Bulk imports	<ul style="list-style-type: none"> • Speed to value repeatable process • Uploads of users/vendors through a proven scripted and templated process
Report management	<ul style="list-style-type: none"> • Provides an overview and develops a cadence and scheduling for the delivery of reporting included with Imprivata Privileged Access Management
Escalation management	<ul style="list-style-type: none"> • Creates customer support cases and follows up with weekly status reports on each case • Automatically escalates issues based on agreed upon thresholds regarding case status, priority, age, etc. • Summarizes status, outcomes, and next steps following escalations; acts as the single point of contact and owner of escalations
Continuing education	<ul style="list-style-type: none"> • Access to monthly remote solution 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 re-certification exams included

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

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