

Imprivata Flexible Services Package

Overview

Offered through Imprivata Services, a new package for Services support will be offered as a subscription-based service, sold in a minimum term of 12 months and up to a term of 36 months. For this package customers can choose any 4 of the 13 different offerings in a 12-month subscription term. For the full list and descriptions of each please see below:



Appliance upgrade



Appliance migration



Application profiling



Deployment



Clinical workflows



Remote access



Medical devices



Clinical Support Services

Imprivata OneSign and Imprivata Confirm ID appliance upgrade

- Upgrade to a newer version within the same generation appliance
- Up to three (3) appliances per enterprise
- Does not include migration to new appliances
- Example: 7.2 to 7.9

Imprivata OneSign and Imprivata Confirm ID appliance migration

- Upgrade to a newer version from one appliance generation to a later generation
- Up to three (3) appliances per enterprise. May include migration to Azure when supported.
- Example: 7.1 G3 to 7.9 G4

Application profiling

- Up to three (3) supported applications utilizing APG or WebSSO
- Does not include EHRs that do not utilize APG, such as Cerner or Epic
- Includes configuration and testing only

Epic Upgrade or Hyperspace to Hyperdrive Migration

- Epic Connector Configuration
- Includes Configuration and Validation only
- Existing Epic environment

2 Days of Deployment Support

- Existing, supported OSCID environment
- Can include: Go live/Cutover Support, enrollment services, hardware install
- May be remote or onsite

Optimization Checkpoint / Technical Health Check

- Includes up to 1 day of Implementation Engineer technical review of OneSign/Confirm ID environment followed by Optimization Output delivery and review (includes recommendations and changes)

Clinical Solutionist Support

- Includes up to 2 days of support for one of the following:
 - Clinical Workflow Assessment (must be paired with an Optimization Checkpoint and therefore 2 events)
 - Clinical UAT Event
 - End User Go Live Support
 - Clinical End User Training

Configuration of Imprivata Confirm ID for Clinical Workflows

- Up to three (3) supported Epic workflows
- Existing Epic environment
- Configuration of Epic Standalone Specialty Narrator is NOT included
- Includes configuration and testing only

Configuration of Imprivata Confirm ID for Epic Standalone Specialty Narrator

- Configuration and validation of Epic Standalone Specialty Narrator
- Existing Epic environment

Configuration of Imprivata Confirm ID for Remote Access

- Configuration of one (1) supported gateway
- Includes configuration and testing only

Configuration of Imprivata Medical Device Access

- Configuration for up to two (2) supported medical device models/makes
- Includes configuration and testing only

Configuration of Imprivata Mobile EPCS

- Configuration and validation only of Imprivata Mobile EPCS (licenses required)
- Existing Confirm ID for EPCS customer

Administrator Training Subscription

- Seat for 1 individual for the year to a training subscription

Key benefits

This offering empowers customers with resources to support ongoing expansion initiatives, enabling them to leverage Imprivata OneSign and Imprivata Confirm ID functionality deeper into their tech stack. This allows them to deliver increased ROI over time, and to execute on critical lifecycle activities throughout the course of the year. In addition, this offering allows customers the freedom to select and execute on the packages that best meet their business needs at the time, allowing customers to quickly respond to these needs.

Additional information for sales

- An SOW will not be required for this offering
- To be used for existing Imprivata OneSign and Imprivata Confirm ID customers only; not be included on net new implementations
- This offering is targeted for customer that do not currently use Imprivata Managed Services, and cannot afford, or do not need, AMS or EMS
- 12-month term minimum, but can be quoted up to 36 months
- Customers can select any combination of four (4) of the above, including multiple instances of the same event (four upgrades, for example)
- A Project Manager will be assigned to assist the customer in planning and scheduling these activities and will have monthly check-ins with the customer

Terms and Conditions

- Appliance upgrades and migrations include remote support during the upgrade and migration process
- Configuration for application profiling, Imprivata Confirm ID for Remote Access, Imprivata Medical Device Access, Epic upgrade or Hyperdrive migrations, Mobile EPCS and Imprivata Confirm ID for Clinical Workflows & Standalone Narrator are inclusive of configuration and testing only
- Appliance upgrades and migrations are limited to three (3) appliances per enterprise
- Application profiling is limited to three (3) supported applications per event
- Imprivata Medical Device Access is limited to two (2) device types per event
- Imprivata Confirm ID for Clinical Workflows is limited to three (3) supported Epic workflows per event, with the exclusion of standalone Specialty Narrator
- Logistics and scope must be agreed upon in writing at least 3 weeks prior for: Deployment Support and Clinical Solutionist Support



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
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