

## **Imprivata Managed Services**

**Onboarding** 

Foundation building

**Ongoing managed services** 

## **Onboarding:**

- · Imprivata resource assignment
- · Establish remote access
- · Identify resources to attend administrator training
- · Schedule recurring calls that will continue through foundation building

## Foundation building:

Phase 1

- Initial build (new customer)
- Environment assessment (existing customer)

Phase 2

- · Inventory and prioritize initiatives
- Create 12-month road map

## Ongoing managed services (years 1-3):

Weekly (or biweekly)

- Scheduled meetings during active projects
- Ad-hoc meetings to address break / fix issues

Monthly

- Change control reviews
- · Prioritize and execute configuration changes
- · Deliver monthly report cards

Quarterly

- Helpdesk and Power User training (as needed)
- Formal Roadmap Review and rolling 12-month update

Annually

- · Strategic business reviews with stakeholders
- · Administrator training (2 seats)
- · Upgrade to latest release



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 1781 674 2700 or visit us online at www.imprivata.com

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