

**DATASHEET**

# Customer Success Monitoring for Imprivata FairWarning

Creating customers for life



Our goal is to provide the best service possible for our customers, ensuring they receive the help they need, when they need it. That is why we have a dedicated Customer Success Monitoring (CSM) team available to Imprivata FairWarning users to focus on your needs. Our CSM team includes experienced advisors and managers that can help you get the most value from the Imprivata FairWarning solution.

Customer success is in our DNA, which is why we're trusted by the most prominent healthcare and enterprise organizations in 45 countries.

## Customer Success Monitoring team objectives

Our CSM team is there for you when you need it, working to help you reach your goals. Our objectives can be split into three specific groups:

What we do	Benefits to you	Results
Ensure best practices	Stay up to date on monitoring products and industry standards	Faster user adoption
Form a partnership	Trusted advisor on all things Imprivata and help from the right resources	Maximized ROI
Map out your success	Develop a forward-thinking strategy for innovation and success	Position you as an innovation leader

With the guidance of our CSM team, your organization can maximize its usage of your Imprivata FairWarning solution in the following ways:

- Escalations and case management
- Workflow assistance and optimization
- High-level trainings
- Product roadmap discussions
- New feature updates and adoption
- Account health
- Usage and governance reports
- Questions on additional services
- General questions and feedback

## Customer Support & Learning Center

Included with your Imprivata FairWarning solution is access to our Customer Support & Learning Center. In this portal, you can access various knowledgebase articles related to product features, view new and historical release notes, as well as submit and manage cases. Once you are up and running with Imprivata FairWarning, our team will ensure you have access and show you how to use the Customer Support & Learning Center.

Any time you need assistance from our CSM team, have questions, or comments, you can reach us at [success@imprivata.com](mailto:success@imprivata.com), or through the Support portal. We look forward to bringing you our top-tier service and 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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