

Imprivata Customer Privileged Access Management

STREAMLINED REMOTE ACCESS TO YOUR ENTERPRISE CUSTOMER'S ENVIRONMENTS

Imprivata Customer Privileged Access management (formerly SecureLink Customer Connect) is a remote access platform built for technology vendors and service providers that provides a secure and enterprise-grade remote access connection into customer networks. With Customer Privileged Access Management (CPAM), vendors can meet their customers' security requirements for control over and visibility into remote access connections, with granular access controls and audit trails. With its enterprise-grade access that supports all connectivity protocols and controls that meet the strictest customers' security requirements, CPAM streamlines your access to all customer environments via a single, secure platform.

HOW CUSTOMER PRIVILEGED ACCESS MANAGEMENT STREAMLINES YOUR REMOTE ACCESS CONNECTIONS



Limit liability and risk to your organization with access based on Zero Trust.

Customer Privileged Access Management provides your reps with the exact amount of access they need for each customer—no more, no less. With CPAM, you:

- Limit exposure and ability for lateral movement in customers' network with Zero Trust Network Access (ZTNA) and least privilege access policies.
- Minimize the risk of compromised credentials with credential management in Imprivata's credential vault or your customer's PAM solution.
- Maintain proof of all rep activity and access with detailed audit logs.



Provide innovative support and meet your customers' security requirements with control and visibility over access:

Organizations are increasingly demanding more secure and audited access over their vendor's access. Customer Privileged Access Management allows you to provide innovative service and meet—or even exceed—their security and compliance requirements. With CPAM:

- All user activity in a session is captured with video and text-based audits.
- Contextual audit trails provide insight into the “who, what, when, where, why, and how” of user activity and sessions.
- Customers maintain access control with access notifications, approvals, schedules, time-based access and more.



Standardize remote access across all of your customers.

Customer Privileged Access Management streamlines all customer access into a single solution, increasing efficiency in access and customer satisfaction. It provides native, anytime access to any TCP or UDP-based protocol for any OS, meeting your connectivity requirements. With CPAM, you:

- Eliminate maintenance of varying connectivity methods for different customers.
- Gain access quicker, increasing time-to-resolution and increasing customer satisfaction.



Faster time to value.

Deployment options to fit your preference and customer onboarding services allow you to get up and running quickly and help facilitate customer adoption and rollout. With Imprivata's implementation services, we:

- Work with your customers to answer questions, provide training, and ensure smooth adoption and rollout.
- Provide you with quicker time-to-value, lifting the burden of project management, implementation, and training.

FEATURES AND CAPABILITIES:

- Enterprise-grade, zero trust access: Connectivity support for any TCP or UDP-based protocol, including RDP, SSH, VNC and Telnet, from any OS and with any native tools. Provide access based on Zero Trust principles.
- Access monitoring: Capture video recordings for graphical protocols and text-based audit for text-based protocols. Audit logs capture context for access.
- Granular Access Policies: Define access based on least privilege for each rep with access defined at the host and port level as well as granular individual permissions.
- Customer control: Customers receive notifications upon connection and access summaries upon disconnection. Access control options include access approval workflows, repeating access schedules, and time-based access.
- Credential management: Store customer credentials either in Imprivata's vault or in the customer's own PAM solution so that reps never need to know or manage customer credentials.
- Security and compliance checklist: In-product checklists ensure CPAM is configured appropriately to meet any relevant compliance requirements and security best practices.
- Imprivata (formerly SecureLink) nexus: For customers who already own Imprivata Third Party Access Management (formerly SecureLink Enterprise Access), the Nexus streamlines access and allows you to continue to connect to Imprivata customers through your own environment.
- Software development kit (SDK): Use the SDK to automate bulk operations, integrate with other tools, and more.
- Ad-hoc attended support: Facilitate ad-hoc real-time collaboration and support with customers via the Quick Connect module.
- Integrations: Integrate with existing ITSM/CRM solutions and authentication systems for ease in rep login and access.
- Deployment: Choose from a physical, virtual or Imprivata cloud deployment model.
- Implementation services: Imprivata services, including implementation, project management, customer onboarding, technical support, product training, and account management, ensure a successful and efficient deployment in an average of 30 days.

“In 29 years with the company, I’ve come to appreciate a partnership like the one we have with [Imprivata]. We’ve worked with some companies that have great products, but terrible service. [Imprivata] has earned our trust with both the quality of the product and passion for customer support that rivals our own.” — **John Paladino, VP of Client Services, InterSystems**

WITH CUSTOMER PRIVILEGED ACCESS MANAGEMENT, ORGANIZATIONS EXPERIENCE A:

1% increase in revenue on average through improved customer service and visibility into service levels

75% reduction in time spent establishing remote connections with customers

65% reduction in time spent managing and supporting remote access

70% reduction in security incident related expenses

Customers are demanding higher levels of security, visibility and control from their third parties' access. With CPAM, you can meet the requirements of your strictest customers to achieve security, standardization, and efficiency—no compromises.

For more information on CPAM, contact our team at 1 781 674 2700.