Implementation services and support for Imprivata Vendor Privileged Access Management (formerly SecureLink Enterprise Access)

With your investment in Imprivata Vendor Privileged Access Management (VPAM), you can be confident that you'll have all the services, support, and training you need to be successful, to get up and running quickly, and to do it all with minimal effort and resources needed from your internal team.

Implementation project management

Imprivata provides a dedicated project manager to lead your implementation project from deployment through to first vendor connection to ensure a successful go-live according to your defined schedule and goals. They focus on the coordination of and communication between Imprivata and your internal resources to ensure clearly defined project objectives, timelines, and requirements, as well as resolution of any project roadblocks, which alleviates much of the burden from your team associated with a typical new solution rollout and helps ensure a timely and successful launch.

Training

Our team works with you to understand your business requirements, use cases, and goals, and then provides guidance on product configuration and workflow best practices to meet those goals and use cases. We also have self-guided training resources available online.

Implementation and support

Our team helps with the technical components of your initial VPAM server configuration and ensures a secure and stable environment with ongoing appliance management, monitoring, reporting, upgrades, and patching. Our support team is available after go-live to troubleshoot any issues you or your vendors may encounter, through the Support Center as well as by phone during normal business hours, Monday - Friday 7AM-10PM CT. We are also available 24x7 for any critical or emergency issues.

Vendor onboarding

We know a new solution like this can require a heavy lift to roll out across all your vendors, which is why the Imprivata vendor onboarding team exists – to remove that burden of rollout and adoption from your team. Your dedicated vendor onboarding specialist will work with you to help identify goals, create an initial vendor rollout plan and timeline, help with communication to your vendors, and provide setup, training, and connectivity testing to ensure successful vendor adoption and usage, so that you receive maximum ROI from your investment.

Customer success

As an Imprivata customer, you will work with our customer success team. This team will be your internal advocate to ensure your success, and will coordinate relevant Imprivata resources as needed, and answer or escalate any feedback or questions you may have.

Average implementation of 30 days

94% customer satisfaction

97% customer retention

imprivata®

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