

## DATASHEET

# Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect)

## Managed Services overview

### Offload the management of your secure remote access solution to reduce costs and accelerate adoption

Managing a remote access platform can be a time-consuming job, and many businesses don't have internal resources or time to spare. Offload the implementation and administration of your Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect) solution to a strategic partner and our technical experts with Imprivata Managed Services. Imprivata Managed Services for Imprivata Customer Privileged Access Management (CPAM) offers a comprehensive and cost-effective service that removes the burden of solution management from your internal teams and ensures you benefit from our best practices and solution expertise.

From initial implementation and customer onboarding to ongoing support and expansion projects, our managed services experts will collaborate with your internal teams to tailor the platform for your business and support your business needs.

Managed services extend the tactical reach and power of your internal teams and processes to accelerate your strategic business transformation.

### Proactive value

Vendors and service providers leveraging the expertise of Imprivata Managed Services for CPAM experience:

- Reduced operating costs
- Optimized enterprise architecture and deployment

### Benefits of Imprivata Management Services

- Bolster efficiency with a team of technical experts who can remotely administer your Imprivata solutions
- Extend your IT operations and change control processes with Imprivata expert involvement
- Remove management complexity from your environments with alignment to security best practices



- Higher and quicker adoption with customers
- Faster time-to-value on CPAM investment
- Maximum ROI from the solution with optimized workflows and automation with the SDK
- Proactive value-added engagement with expert technical partners
- Alignment with best practices during rollout and future changes and expansions

## Working with Imprivata Managed Services

<b>Implementation</b>	Your Imprivata project manager will work with your team to define your business goals and implement the solution – managing the process from initial kick-off to go-live.
<b>Customer onboarding</b>	An Onboarding Specialist will onboard your customer base and walk you through best practices for prioritizing customers during rollout and communicating the change.
<b>Ongoing administration</b>	The Imprivata team will take on the responsibility of remote administration tasks including custom reporting, routine health checks, product upgrades, and response to vulnerability scans.
<b>Ad-hoc projects</b>	Your Imprivata Managed Services team will assist with individual ad-hoc projects including server migrations, DNS changes, bulk data imports, database updates, and environment merges.



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.

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