

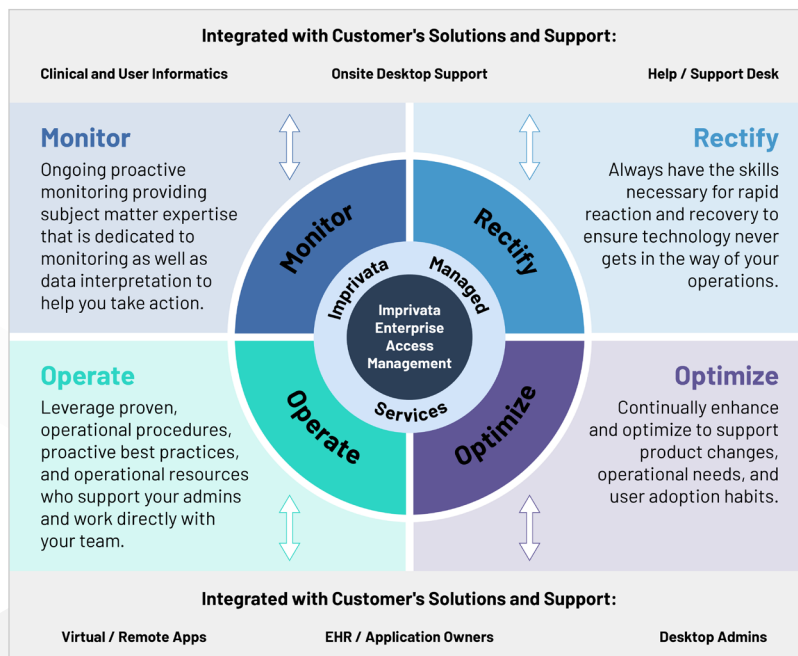
## IMPRIVATA ENTERPRISE ACCESS MANAGEMENT (FORMERLY IMPRIVATA ONESIGN® AND IMPRIVATA CONFIRM ID) – MANAGED SERVICES DATASHEET

# Proactive services that maximize uptime, improve system performance, and free up your technical team

Our Managed Services are designed to provide you with immediate, holistic capabilities to manage Imprivata Enterprise Access Management (formerly Imprivata OneSign and Imprivata Confirm ID), allowing your teams to focus on other strategic projects. We curate the right blend of Imprivata and integrated technology expertise with prescriptive program management to ensure Imprivata Enterprise Access Management (EAM) never falls behind.

Our annual **Solution Engagement Assessment** is designed to get to know you within the first 90 days and is comprised of a two-part process. Part One includes a deep technical analysis of your environment, usage, and best practice recommendations. Part Two is comprised of a series of tailored onsite meetings and walkthroughs (with our clinical solutionist for our healthcare customers) designed to get the full picture of your goals.

## EAM Services Model



## Examples and benefits

## Track your success and planning



## Flexible resourcing

Free up your critical engineering team members to focus on strategic projects with access to a full range of engineers and architects as your needs evolve

## Mitigate risk

Ensure EAM stability and prevent costly disruptions through proactive monitoring, reporting, and resolution of critical events well before they ever impact your operation

**Maximize value**

Leverage Imprivata experts who focus on continuous enhancements that stay ahead of product evolution and keep up with your environment

## Ongoing education

Leverage ongoing training to support your team's knowledge of the solution

## Easy Transition to Managed Services

- Meet your team
  - Program Manager plans every week, month, quarter, year using our prescriptive approach
  - Technical Architecture Manager performs Solution Engagement Assessment and ongoing Roadmap
  - Managed Service Engineer administers your system via Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect, provides weekly 1:1 consultation, and rectifies issues directly with your team
- Follow the onboarding process to integrate Managed Services into help desk, desktop support, and change control operations

## Compare service offerings

		Fully Managed	
	Advisory	Advanced	Enterprise
<b>Product responsibilities</b>	Consultation and upgrades	+ Solution management and case handling	+ Onsite solution days
<b>Annual on-site and remote solution assessments</b> <i>*Includes clinical solutionist for healthcare customers</i>	✓	✓	✓
<b>Prescriptive program management and technical consulting</b>	✓	✓	✓
<b>User adoption reporting, ROI tracking, and focus on your strategic outcomes</b>	✓	✓	✓
<b>Upgrade planning and support including off-hours window</b>	✓	✓	✓
<b>Ongoing education</b> <i>*Up to 2 administrative certification trainings per year</i>	✓	✓	✓
<b>Analytics management and delivery</b> <i>*Requires Imprivata Analytics licenses</i>	✓	✓	✓
<b>Monthly solution monitoring and alerting</b>	✓	✓	✓
<b>Daily solution monitoring and alerting</b>		✓	✓
<b>System administration including application profiling, upgrades, migrations, and optimizations via Imprivata Customer Privileged Access Management</b>		✓	✓
<b>Issue resolution with helpdesk escalation handling</b>		✓	✓
<b>Helpdesk training and integration</b>		✓	✓
<b>Long-term onsite days with clinical and technical oversight</b>			✓



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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