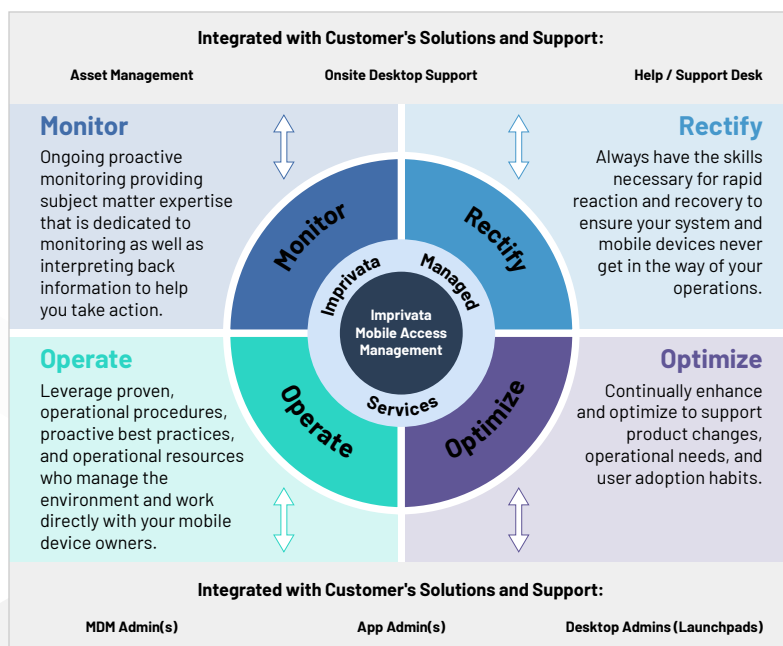# imprivata®

Don't let your adoption of Imprivata Mobile Access Management (formerly Imprivata GroundControl) falter over time

Many companies face challenges in building and maintaining a strong, lasting mobile team that can maintain focus across all mobile solutions. Our Managed Services are designed to provide you with immediate, holistic capabilities to manage Imprivata Mobile Access Management (MAM), allowing your mobile team to focus on other strategic projects and mobile solutions. We curate the right blend of Imprivata and mobile expertise with prescriptive program management to ensure MAM never falls behind.

MAM Services Model

Integrated with Customer's Solutions and Support:

Asset Management   Onsite Desktop Support   Help / Support Desk

Monitor
Ongoing proactive monitoring providing subject matter expertise that is dedicated to monitoring as well as interpreting back information to help you take action.

Rectify
Always have the skills necessary for rapid reaction and recovery to ensure your system and mobile devices never get in the way of your operations.

Operate
Leverage proven, operational procedures, proactive best practices, and operational resources who manage the environment and work directly with your mobile device owners.

Optimize
Continually enhance and optimize to support product changes, operational needs, and user adoption habits.

Imprivata Managed Services

Imprivata Mobile Access Management

Integrated with Customer's Solutions and Support:

MDM Admin(s)   App Admin(s)   Desktop Admins (Launchpads)

Features and benefits

Free up Mobile resources
Free up your critical mobile and engineering team members to focus on strategic projects and drive your overall mobile program forward

Increase mobile expertise
Enhance your mobile team's efficiency with technical and programmatic expertise to manage your Imprivata mobile solution and support their focus

Maintain operational confidence
Ensure MAM stability through proactive monitoring, reporting, and resolution of critical events well before they ever impact your operation

Never lose momentum
Leverage a team that dedicates its focus on your MAM success – they never lose focus, since this is their only focus

Maximize value
Leverage Imprivata experts who focus on continuous enhancements that stay ahead of product evolution and keep up with your ever-changing mobile environment

Ongoing education
Leverage ongoing training to support your mobile 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
    - Managed Service Engineer administers your system, provides weekly 1:1 consultation, and rectifies issues directly with your team
    - Proactive Analyst monitors your environment alerting the team when necessary
- Schedule the initial onsite solution assessment
- Follow the onboarding process to integrate Managed Services into help desk, device support, and asset inventory operations

Compare service offerings

	Essential	Advanced	Premier
Product responsibilities	MAM system management	+ MAM fleet management	+ Dock management
Administration of MAM system	⊘	⊘	⊘
Performs MAM quarterly updates with iOS update support	⊘	⊘	⊘
Issue resolution with helpdesk escalation handling	⊘	⊘	⊘
Optimization and enhancement management	⊘	⊘	⊘
MAM system monitoring and alerting	⊘	⊘	⊘
Prescriptive program management and consulting	⊘	⊘	⊘
Annual onsite and remote solution assessments *Includes clinical solutionist for healthcare customers*	⊘	⊘	⊘
Analytics management and delivery *Requires Imprivata Analytics licenses*	⊘	⊘	⊘
Ongoing education *Up to 2 administrative certification trainings per year*	⊘	⊘	⊘
Remote device fleet management via MAM		⊘	⊘
Mobile device fleet monitoring		⊘	⊘
Mobile device asset management		⊘	⊘
Quarterly onsite docking station inspection			⊘
Onsite stocked docking station spares			⊘
Quarterly end user training			⊘

Focused areas of core responsibilities

Operate

- Direct administration of MAM
- Manages a maintenance program to ensure all MAM components stay up to date including performing MAM quarterly updates

Monitor

- Proactively monitors for critical events, changes in use, and overall health to identify needs for remediation, optimization, or user education
- Annual onsite and remote solution assessments – includes clinical solutionist for clinical walkthroughs for healthcare customers

Optimize

- Identifies and performs system and workflow optimizations
- Implements enhancements alongside product changes and improvements

Rectify

- Rectifies all issues identified through monitoring, help desk, or mobile admin team
- Trains help desk, device support, and admins annually to ensure efficient case handling

imprivata®

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:

Global headquarters USA
Waltham, MA
Phone: +1 877 663 7446
www.imprivata.com

European headquarters
Uxbridge, England
Phone: +44 (0)208 744 6500
www.imprivata.com/uk

Germany
Langenfeld
Phone: +49 (0) 2173 99 385 0
www.imprivata.com/de

Australia
Melbourne
Phone: +61 3 8844 5533

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