Thank you for being an Imprivata customer!

imprivata®

Thank you for being a loyal Imprivata customer!

Since joining Imprivata in early 2024, I continue to be inspired by the customers I meet with and learning of all the great work that you do. In our mission to deliver simple and secure access through the strategic use of digital identity, we remain committed to your success, including understanding your goals, challenges, and how Imprivata can help.

To ensure you get the most out of our partnership, the team has put together a kit filled with useful resources. I encourage you to explore these materials, which were compiled for your ease of interaction with Imprivata. You'll find how to get to the Imprivata teams, written resources, learning opportunities and training you need to ensure you're successful in your use of our solutions.

One initiative we're excited about is our **public roadmap.** Not only have we heard that our public roadmaps help with your planning efforts, but that transparency and collaboration help with ensuring our future developments align with your needs and expectations.

Your insights and suggestions along the way will help us create product and service offerings that truly make a difference for you.

Thank you for your continued support and trust in Imprivata. I look forward to working with you and to the exciting journey ahead.

Sincerely,

**Fran Rosch**
President and CEO

Adrian Grbavac
Chief Customer Officer

The Imprivata mission: **Simple, secure access for all users, workflows, and devices**

At Imprivata, our mission is to deliver simple and secure access through the strategic use of digital identity. Our products leverage digital identity to make user access easy and secure for every complex workflow, for every type of user, and across any shared device. We work with you to solve your complex security, compliance, and workflow challenges, helping you deliver both the security and privacy your organization requires as well as the efficiency your users demand.

Using digital identity to maximize productivity, security, and ROI

Imprivata Access Management

Imprivata Privileged Access Security
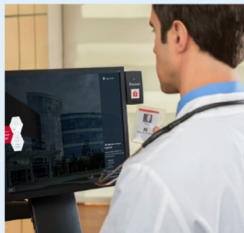
User Access Management

Enterprise Access Management
Simple, secure access to workstations, applications, and critical workflows

Enterprise Access Management Analytics
SSO and user access workflow analytics to drive actionable insights
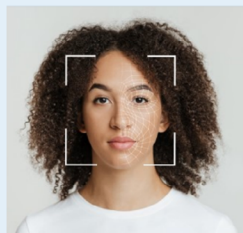
Mobile Access Management
Security, optimization, and management of shared mobile devices at scale

Mobile Device Access
Secure, real-time access to shared devices and apps

Medical Device Access
Fast, convenient access to connected medical devices

Patient Access

Patient Access
Touchless **facial** and **palm vein** recognition to improve patient safety and experience

Access Compliance

Patient Privacy Intelligence
Patient privacy monitoring that detects, investigates, and remediates

Drug Diversion Intelligence
Proactive drug anomaly detection to protect patients and staff

Privileged Access Security

Privileged Access Management
Enterprise credential vaulting and session management of privileged users and activities

Vendor Privileged Access Management
Secure and connect inbound remote access to critical assets

Customer Privileged Access Management
Enterprise remote support for service providers and technology vendors

Imprivata's promise is an unrelenting focus on customer success. When you purchase a product from us, it's just the beginning of our journey together. Our people, processes, and other resources are in place to help you get the most from our solutions and realize the maximum possible return on your Imprivata investment.

Here are some of the ways we keep our promise:

- **Comprehensive professional services teams** can help you deploy our products and get them operational very quickly for faster time to value

- **Complete managed services options** to take on the day-to-day administration of our technology, giving time back to your staff to focus on other priorities and initiatives

- **Hybrid education** solutions focusing on self-paced learning as well as virtual, instructor-led solution offerings to increase your team's proficiency, improve end user adoption, and reduce support needs

- **24/7 customer support** to help you fix issues quickly to minimize disruption to users and operations

- **Customer success management teams** proactively monitor the adoption of your solutions to improve ROI

- **Expert clinical services team,** comprised of physicians, nurses, and pharmacists, help drive clinician engagement with technology decisions – which is among the greatest influencing factors in the success of an IT initiative at healthcare organizations

- **Published, public-facing product roadmaps** support your planning, implementation, and upgrade processes, with by-request opportunities for more detailed roadmap information beyond what we share in public spaces

Unrelenting commitment to customer success

Surrounding you with resources to drive short-term value and long-term success

Expert implementation
Faster time to value

Professional Services

Managed Services

Day-to-day administration
Roadmap planning

Clinical walkthroughs
Workflow optimizations
Value gap analysis

Clinical Services

Education Services

Solution certifications
Instructor-led classes
Self-paced learning library

Solution Optimization
Comprehensive action plan
Customer advocacy

Customer Success Management

Customer Support

24x7 availability
Global coverage

Ensuring overall success with your Imprivata solutions

Imprivata values our customers and believes that a close partnership can position your organization for success. As you begin your journey with Imprivata, there is a core team of resources dedicated to helping you and ensuring overall success and satisfaction with Imprivata and our solutions.

Imprivata sales representative

Your sales representative will be responsible for overall account management including access to new products and purchases.

Imprivata customer success

The customer success team at Imprivata is responsible for ensuring your organization's success and satisfaction with our products and services. The customer success team will:

- Provide a **direct channel** to subject matter experts across Imprivata that understand your specific business needs
- Proactively partner with you to identify opportunities for maximizing value and mitigating potential risks to success
- Work with your team to develop deployment plans to increase user utilization
- Provide ongoing communication on upcoming features and releases as well as industry events and user conference updates

Imprivata project manager

Your Imprivata Project Manager or one of our certified implementation partners will help you leverage our proprietary implementation methodology to successfully implement and optimize Imprivata products and services, ensuring your deployment is successful through implementation. This includes coordinating the various stages of your technology adoption lifecycle.

Imprivata renewal representative

Your **renewals representative** will ensure the seamless management of all recurring contracts – this includes subscription licenses, perpetual maintenance, and managed services. They are here to simplify the renewal process, ensure you experience no interruptions in service, and help you maximize your Imprivata investments.

Please be sure to contact your customer success manager, project manager, sales representative, or renewal representative if you require any assistance.

Successfully deploying your Imprivata solutions

Imprivata's goal is to ensure your deployment is successful through implementation and on a continual basis. Our professional services team can provide your organization with a deep understanding of our solutions and be a part of every stage of your technology adoption lifecycle.

Project readiness

Our experts evaluate your environment from clinical and IT perspectives to create a customized implementation plan that works for your organization.
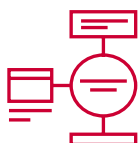
Implementation

Our team of project managers, solution architects, and implementation consultants will work with you to configure, test, and deploy in your environment, according to our best practices in order to get your organization up and running with minimal disruption to your workflow.

Education

We deliver role-specific training that ensures ongoing success and empowers your administrators, clinical staff, project managers, help desk staff, and others to use, manage, and maintain your Imprivata solution.
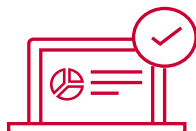
Optimization

Our experts focus on workflow analysis to transform your environment and ensure end users can do their jobs effectively and efficiently.
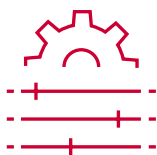
Maintenance

From upgrades to new functionality, we help you navigate changes at every point. Proactive planning is essential to ensure you are getting all of the benefits we have to offer.

Achieving success with customized support

Imprivata's goal is to ensure your organization is successful with Imprivata solutions by delivering world-class support across the globe. We offer customer support plans to help you utilize best practices and streamline operations. As your business needs and requirements change over time, it is important to know that Imprivata can help support those changes.

Imprivata Premium Support

Imprivata Premium Support provides your organization with these key features:

- 24/7 after-hours support on Critical issues
- Imprivata branded hardware and appliance replacement coverage beyond warranty
- Advance replacement for Imprivata branded hardware and appliances
- Appliance upgrades at no additional cost

We encourage you to reference the Imprivata Customer Support overview page for details on our complete customer support plan offerings.

Contacting Imprivata Customer Support
You may contact Imprivata Customer Support via the telephone numbers listed on the **Contact Us** page or via **Imprivata Customer Experience Center.**

Customer Support Opening Hours
Imprivata provides customer support Monday through Friday, with 24/7 critical incident coverage for premium customers. Imprivata Customer Support is primarily delivered from three locations in the United States (Waltham, MA, Austin, TX, and Clearwater, FL) and internationally via London, UK, and Melbourne, Australia.

Americas: 8:00 AM-9:00 PM EST

EMEA: 8:00 AM-6:00 PM GMT

APAC: 8:00 AM-6:00 PM AEST

Please note: Local holidays are observed for each Support Center. For more information, visit the **Imprivata Customer Experience Center.**

Opening a support case
If you submit a support case via phone or online, our first priority is to make sure we fully understand and document your issue and gather relevant information in order to provide a swift diagnosis. All cases are assigned to a Customer Support Engineer for investigation and our collaborative support process ensures the right Imprivata expertise is applied to resolve the issue.

More details on Customer Support policies and procedures can be found in the **Imprivata Customer Support Handbook.**

Imprivata Customer Experience Center

The **Imprivata Customer Experience Center** will serve as your destination for all information related to the Imprivata solutions you have deployed. Everything from product-related information and documentation to knowledge articles and our customer community will allow you to get what you need on a daily basis.
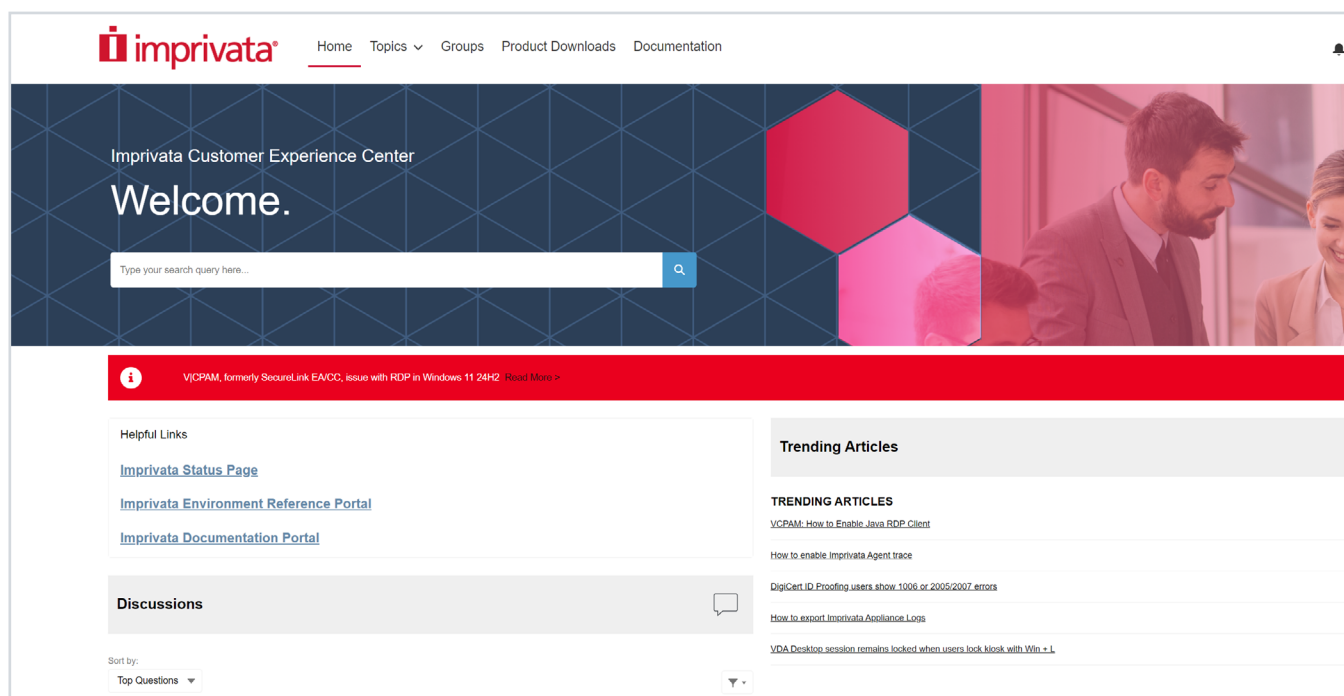
You and members of your team can visit the Imprivata Customer Experience Center for:

- Helpful knowledge articles that provide answers to common product questions and issues
- Product release notifications
- Staying connected with fellow customers via the Imprivata Customer Community
- Reviewing, voting on, or submitting new requests for product functionality on the Ideas section
- Available product downloads
- Creating and managing cases with any Imprivata Customer Experience team

Login credentials are required to access some features of Imprivata Community. Please visit **https://community. imprivata.com** and register a new account. Registration confirmation takes place within one business day.

Educating your organization for continued success

Education Services is part of our full end-to-end solution offerings at Imprivata, along with our Professional, Managed, and Clinical Services. Education is key to your success, and that's why Imprivata is focused on providing educational resources that go far beyond implementation. We help you learn what you need to make the most of your investment.

With comprehensive virtual, instructor-led training as well as a self-paced eLearning curriculum, you can increase your skills in optimizing configurations, ensuring greater efficiencies, and increasing end user adoption. Our team of certified trainers, professional instructional designers, and cutting-edge eLearning developers can help you and your organization:

- Increase skills through virtual, instructor-led courses, hands-on labs, and self-paced eLearning
- Stay up to date and get certified in the latest versions of all our identity and access solutions
- Stay current on new releases and technology advancements
- Gain insights to implement best practices based on real-world deployments
- Our hybrid learning approach helps to ensure your organization is educated and equipped for success not only during the initial deployment, but on a continual basis.

Virtual instructor-led classes:

- We offer virtual, instructor-led classes across the globe. Classes provide lecture-based learning and hands-on labs that include certification opportunities. These classes are designed for individuals implementing the Imprivata solution or handling future rollouts to new sites and organizational units.

Self-paced:

- The Imprivata Learning Center offers a personalized learning experience to ensure your organization has everything necessary to get the most out of your Imprivata investment. This self-paced eLearning solution provides flexibility, keeps your organization current, and aligns with your planning, implementation, rollout, and support lifecycle.

We encourage you to please contact your customer success manager, sales representative, or send an email to **training@imprivata.com** if you have more specific questions about these educational offerings or would like to request pricing information.

Staying connected with Imprivata

As a valued Imprivata customer, we always want to make sure you have the information you need to take action, whether regarding an upcoming product release or an invitation to attend an upcoming regional user group.

As part of our efforts to streamline overall customer communication, we created the Imprivata Email Subscription Center. This allows you to select your preferences on the type of information you need from Imprivata on a regular basis, which would include:

- Product releases

- Webinars

- Events

- Imprivata news

- Whitepapers, case studies, and thought leadership articles

Click here to learn more!

Staying connected with your peers

Our customers are our teammates at Imprivata, and we take pride in your success. That's why we're always on a mission to provide your organization with opportunities for continuous improvement in your journey with us. These opportunities are packaged in different ways to accommodate your needs and are specifically designed to offer helpful tips and best practices that can immediately be applied back to your organization, broaden your overall knowledge of Imprivata solutions, and allow for networking with fellow industry peers.

Outlined below are a few examples of the types of opportunities we offer to our customers:

Imprivata webinar series

Imprivata delivers series of best practices webinars throughout the year to ensure overall success with Imprivata solutions. Product-specific in nature, these webinars are delivered by customers, product managers, and engineers to ensure a broad opportunity for learning and improvement.

Imprivata customer newsletter

A newsletter will be distributed on a quarterly basis featuring content that connects with your organization. Key industry trends facing your organization today and in the future, customer success stories, and Imprivata product news are just a few of the topic areas to be featured. The newsletter is targeted towards these key audiences within your organization, with tailored content to meet each of their specific business needs.
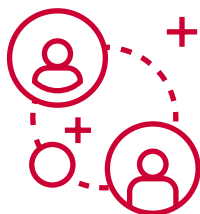
Imprivata regional user groups

Imprivata supports our customers by holding a series of regional user groups to bring together local healthcare customers. These events give you the chance to network, learn from your peers and pose your biggest challenges for crowd-sourced support in driving to success for your organization.

Imprivata Advocates Program

Our measure of success is your success, and when our one of our customers has a story to tell, we love giving them the platform to do it. If your implementation is successful and you'd be willing to share your experience with our team and our product in either public, small audiences or one-to-one forums, we'd love to know about it. Please reach out to our customer success team at **success@imprivata.com**