

CASE STUDY

Yale New Haven Health optimizes mobile productivity, management, and savings with Imprivata

Imprivata Mobile Access Management (formerly Imprivata GroundControl) makes it easy to configure, track, and maintain shared mobile devices, at scale, streamlining clinical communications solution rollout

Yale New Haven Health

Challenge

- Manage 6,000 shared smartphones scattered across five hospitals
- Simplify IT operations, ensure clinician satisfaction, safeguard PHI

Solution

- Imprivata Mobile Access Management (formerly Imprivata GroundControl) automates smartphone provisioning
- Comprehensive access control solution streamlines mobile device authentication and authorization
- Cloud-based management tools make it easy to track, support, and maintain dispersed assets

Results

- ~\$500,000 annual cost savings - fewer lost or stolen devices
- Increased IT agility - rapid device setup and deployment
- Improved IT productivity - staff freed up for more strategic tasks
- Reduced IT help desk burden - fewer mishaps, questions, and trouble tickets
- Superior clinician experience - effortless badge-tap device access

"Imprivata Mobile Access Management makes it easy for us to track check-ins and check-outs. It helps us improve accountability and a significant contributing factor in yielding annual savings of approximately \$500,000 a year in expenses related to device loss."

– Michael Paulemon
DTS Manager, Workplace Technology & Engineering
Yale New Haven Health



Organization Snapshot

The largest and most comprehensive healthcare system in Connecticut, recognized for advanced clinical care, quality, and service, with five hospitals and 29,000+ employees, including 7,500+ university and community physicians and advanced practitioners.

Overview

Yale New Haven Health System (YNHHS) leverages Imprivata Mobile Access Management (formerly Imprivata GroundControl) to proficiently manage 6,000 shared smartphones used by clinicians throughout the healthcare system. The solution streamlines IT operations, optimizes user experiences, and safeguards protected health information (PHI).

Imprivata helps YNHHS increase automation, improve IT productivity and clinician efficiency, and make the most of its mobile technology and unified communications solution investments. Central IT administrators gain deep visibility and tight control over the geographically distributed mobile device fleet, simplifying asset management, and reducing smartphone theft and loss. Clinicians gain instant access to devices, eliminating friction, ensuring user satisfaction, and driving technology adoption.

Challenge: Managing 6,000+ shared iPhones

YNHHS planned to introduce more than 6,000 shared iPhones to support a new mobile clinical communications and collaboration application at five hospitals across Connecticut. Historically, the healthcare system's IT organization relied on a mobile device management (MDM) platform to enroll and set up hospital-owned iPhones. Configuring, tracking, and updating iOS devices was a manually intensive, time-consuming, and error-prone proposition.

"We were planning a major rollout, and we didn't have a cohesive strategy for managing shared devices at scale," recalls Michael Paulemon, DTS Manager, Workplace Technology & Engineering for YNHHS. "We needed to find a way to provision, maintain, and audit thousands of iOS devices – quickly and efficiently."

According to Imprivata research, the average organization experiences 15% device loss annually, with many organizations experiencing much higher loss. Without adequate monitoring tools, IT teams squander valuable time and budget tracking down and replacing missing devices. Worse still, the organization may get into a situation where they don't have enough devices on hand to satisfy demand. "The last thing you want is to go to a floor and find out there aren't enough phones for all the clinical staff," explains Paulemon.



Solution: Imprivata Mobile Access Management centralizes fleet management and automates routine operations

After evaluating a number of potential options, Paulemon selected Imprivata Mobile Access Management to simplify the day-to-day management of the healthcare system's growing mobile-device fleet. The Imprivata solution integrates with the IT organization's existing MDM solution, improving the manageability and visibility of the device fleet, while protecting and optimizing previous investments.

"We reviewed quite a few solutions and Imprivata Mobile Access Management truly stood out as the one that could help us get our new mobile communications and collaboration tool into the hands of our clinicians as quickly and easily as possible," says Paulemon. "And as a vendor, Imprivata went miles beyond what we expected. They came on site, helped us with our implementation, and incorporated our feedback into their product roadmap. We definitely value them as a trusted partner."

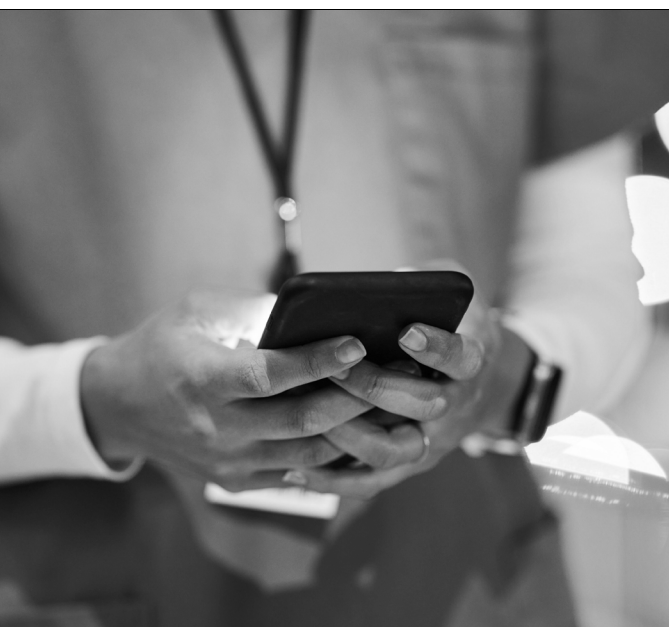
Results: Superior visibility and control for IT; superior experiences for clinicians

By automating routine provisioning functions, Imprivata Mobile Access Management lets central IT administrators easily deploy smartphones across all five Yale New Haven Health System hospitals. The solution minimizes manual administrative processes, helping the IT organization simplify operations, avoid provisioning mishaps, and reduce help desk interactions. With the new approach, IT staff spend less time configuring devices and more time working on strategic tasks to support the business. iOS updates and other administrative workflows are performed automatically while devices are charging.

Cloud-based asset management tools and status notifications let Paulemon and his team proactively monitor iPhone health and state data, keep tabs on devices, and minimize inventory loss. "With our old system, about 20% of our devices went missing every year," explains Paulemon. "Imprivata Mobile Access Management makes it easy for us to track check-ins and check-outs. It helps us improve accountability and is a significant contributing factor in yielding annual savings of approximately \$500,000 a year in expenses related to device loss."

The mobile access and control solution helps YNHHS accelerate time-to-value for mobile and unified communications initiatives by optimizing user experience and satisfaction and removing technology adoption barriers. It helps ensure that a mobile device is always available, reducing user frustration that can contribute to clinician turnover.

The solution enables a consistent, frictionless user experience and strengthens data protection by allowing doctors and nurses to check devices in and out quickly, easily, and securely. Clinicians check out an iPhone from an Imprivata SmartHub with the same, simple badge tap already used across other workflows. Shared devices are automatically customized to provide a personalized experience, and are automatically wiped clean between uses to prevent PHI leakage, ensure privacy, and improve HIPAA compliance.



Going forward, the team will use Imprivata Mobile Access Management to enable single sign-on (SSO) on shared mobile devices. On average, over 60% of Imprivata customers reduce time authenticating into applications. A long-time customer, YNHHS already uses Imprivata Enterprise Access Management (formerly Imprivata OneSign) for other SSO workflows.

Every second counts with clinicians. Consistency, ease, and speed can help minimize user frustrations, increasing technology adoption and clinician satisfaction, and reducing staff burnout. Together, Imprivata Mobile Access Management and Imprivata Enterprise Access Management unify access-policy management, ensuring consistent and effortless clinician workflows across disparate devices and applications.



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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