

DATASHEET

Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect)

Customer Onboarding Services overview

When you invest in a secure remote access platform, ensuring adoption of the solution within your customer base is paramount to your success. We know that it can be challenging to know how to best roll out the solution to your customers and to free up the resources needed to drive adoption, which is why we offer our white-glove approach with Customer Onboarding Services. Whether you are looking for help with a handful of key accounts or want to offload the work of onboarding your entire customer base, our Onboarding Specialists can provide the expertise needed to get your customers up and running on the platform quickly and efficiently to help ensure adoption and maximize the ROI of your investment.

Working with Imprivata Customer Onboarding



Identify and prioritize customers for rollout



Develop and track the customer rollout plan



Provide guidance and help facilitate customer communication and outreach



Help train your customers on how to manage access



Answer customer questions and help overcome any concerns



Configure customers and applications in the UI



Conduct connectivity testing



Provide initial troubleshooting of any issues

Benefits of Imprivata Onboarding Services

- Free up internal resources to focus on other projects
- Leverage our team's expertise in navigating rollout and addressing customer concerns and objections
- Accelerate time-to-value by facilitating a faster rollout with higher rates of adoption



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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