Imprivata Service Partner Program

ISPP Program Benefits

By participating in the Imprivata Service Partner Program (ISPP), you can be certified to provide implementation services and Level-1 support to your customers. Becoming certified starts by purchasing the Imprivata Implementation kit, which will provide you with everything you need to be on your way to delivering industry-leading solutions for Passwordless Authentication, Third-Party Access Control, Mobile Access, and Analytics. With Imprivata solutions in your portfolio, you'll be able to deliver effective solutions for even the most complex and demanding user workflow challenges.

Implementation Kit includes:

- SSO/AM, SSPW, VDA, MDA, and MAM subscription test licenses
- 2 Virtual Appliances
- 4 Seats to virtual, Instructor-led classes certification classes with certification test and Imprivata eLearning library
- 2 Implementation Engineers on-site days to review Imprivata's workflow and implementation methodology framework
- 20 remote implementation engineers' office hours

Certification Process

To be certified, a partner must demonstrate the ability to implement Imprivata solutions without:

- Damaging the customer's onboarding experience or perception
- Reducing the perceived value of the solution
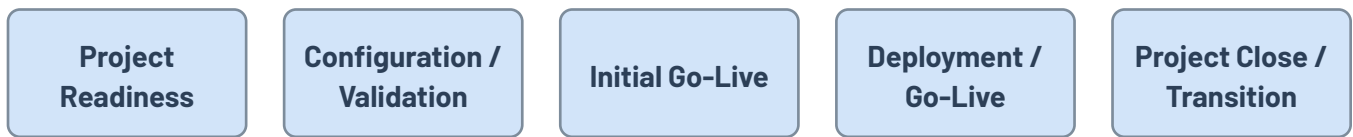- Increasing costs for Imprivata or the partner

Steps to become certified to deliver services:

- Purchase the Imprivata implementation kit
- Register four technical resources for the appropriate certification class for which the partner desires to deliver services here: https://www.imprivata.com/customer-success/education
  - Successfully complete the associated certification exam
- Participate in a 2-day on-site (Partners' location) Implementation Enablement Training, led by an Imprivata Implementation Engineer or Imprivata Technical Trainer
  - Review of setup and configuration of the partner's testing and demonstration environment on-site

- Review Implementation Guides based on respective solutions
- Overview of the Imprivata implementation methodology framework and best practices for user workflow optimization and enrollment

Project Readiness	Configuration / Validation	Initial Go-Live	Deployment / Go-Live	Project Close / Transition

- Shadow one full Implementation, led by Imprivata Implementation Engineer(s) (does not need to be the partner's customer). Partner must silently shadow all defined milestone sessions for customer onboarding.
  - Project sizes vary based on scale, scope and hours allocated for the implementation
- Sell two additional partner-led customer implementations where Imprivata Implementation Engineer(s) provide (at a cost to the customer/ partner) project milestone gates: Project Readiness, Clinical Workflows, Configuration & Validation, Initial Go-live, Deployment & Go-live, and Project closure & Transition, to ensure implementation is meeting Imprivata's quality controls.
- Receive final skills assessment and approval from Imprivata Implementation technical leadership that all requirements have been completed and that the partner has demonstrated their ability to meet the expectations of Imprivata leadership.

iPartner Medallion Attainment

Imprivata partners will be measured against their annual sales attainment, defined as calendar-year, non-renewal bookings (NRB) attainment, measured by the reoccurring revenue (ARR). The partner's participation in the iPartner program and extended benefits will be based on their annual achievement levels.

- **Gold –** Exceeding $250,000 in annual NRB ARR
- **Platinum –** Exceeding $500,000 in annual NRB ARR

Partners will receive medallion level attainment within the calendar year that they achieve it, and will retain level attainment through the next full calendar year. If the partner does not maintain the medallion level (Gold, Platinum) in the following years, they will be reclassified to the appropriate level (Silver, Gold, Platinum) with benefits adjusted to their new status.

VAR ISSP Partner Program tiers based on annual NRB ARR booking performance

Annual Recertification Process

ISSP partners must maintain their eligibility to deliver services by maintaining the minimum number of certified resources and maintaining their status as a partner in good standing. If a partner fails to meet these expectations, they may lose their ability to deliver services and classification as a certified implementation partner.

Annual successful re-certification by examination is required by all certified resources in the respective partner services solution.

Imprivata offers iPartners an additional discount (Bonus Margin) if they are the first to identify and register an end-user opportunity with Imprivata, and the opportunity was uncovered through the partners' organization's sales efforts. The bonus discount is applied upfront at the time of the purchase order — no need to wait for a back-end rebate.

Marketing Development Funds (MDF)

At Imprivata's discretion, Imprivata can offer Marketing Development Funds (MDF) as additional incentives to partners who achieve Gold or Platinum status and continue to maintain annual recertification. MDF eligibility is determined annually based on the prior year's NRB ARR booking performance, certification attainment, and being listed as a partner in good standing (Example: on-time renewals, on-time payment, etc. See partner rules of engagement document located in the Imprivata partner portal https://partners.imprivata.com/s/ for additional information.) In January of each year, Imprivata will notify partners of:

- Their partner medallion, tier-based on the previous year's NRB ARR booking performance

- The amount of MDF allocated for use during the current calendar year

MDF must be fully utilized within the calendar year they are awarded (January 1 – December 31) and follow the documented redemption process located in the Imprivata partner rules of engagement document, located in the Imprivata partner portal https://partners.imprivata.com/s/ Any unused funds will expire at the end of the year and will not carry over to the following year.

Imprivata delivers simple and secure access management solutions for healthcare and other mission-critical industries to ensure every second of crucial work is both frictionless and secure. The Imprivata platform of innovative, interoperable access management and privileged access security solutions enables organizations to fully manage and secure all enterprise and third-party identities to facilitate seamless user access, protect against internal and external security threats, and reduce total cost of ownership.

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