DATASHEET

Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect)

Implementation Services overview

When you invest in Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect), our professional services team will work closely with you to ensure that you are set up for success on the platform from day one of go-live. Customers can be up and running in as little as 30 days.

Implementation overview

Project management

Your Imprivata implementation project manager will manage the entire project implementation, from initial kick-off through to production go-live. They will:

- Review your current procedures and discuss your organization's goals

- Outline the project scope and ensure readiness

- Create and maintain a project milestone plan

Technical implementation

Our technical experts will work with you to deploy the solution so that it's ready for your configuration, working towards a production connection to at least one customer:

- Setup and configuration the Imprivata Customer Privileged Access Management (CPAM) server

- Create your administrator account

- Assist with SSO/AD integration

Workflow discovery and training

Our team will work with you to make sure your team understands how to use the solution and best practices for product configuration for your organization:

- Help identify key workflows, including user groups, roles and approval workflows

- Help set up initial product configuration based on your use cases

- Set up services and system admin configurations

- Train your admins on the platform

Onboarding enablement

Our onboarding team will train you on how to set up customers in your solution, share best practices to communicate and roll out to your customers, and help ensure the successful onboarding of your first customer.

- Train your admins on how to communicate with customers and onboard them to the platform

- Guide you through onboarding your first customer

- Provide you with additional training resources and documentation

Partnering for the future

At the end of your implementation, you'll be introduced to the Customer Success team, who will partner with you to ensure your long-term success on the platform. We will manage the appliance and perform upgrades of your solution to ensure you have access to the latest functionality and features.

Available services for Imprivata Customer Privileged Access Management Implementation

A dedicated project manager will work with you to outline your business requirements and objectives and manage the project to get you up and running on the platform with a production connection.

Training

Ensure your administrators know how to use and manage the platform with hands-on training courses, as well as self-guided online training resources.

Customer success, technical support, and upgrades

Our Customer Success and Support teams will provide ongoing technical support, product training and best practices guidance to support your long-term success with the CPAM platform.

Customer Onboarding Services *

Leverage the expertise of our Customer Onboarding team to drive adoption within your customer base. Your Onboarding Specialist will partner with you to design a custom rollout plan and assist with the onboarding of individual customers.

Professional Services *

Utilize the Imprivata Professional Services team for consulting and management of individual ad-hoc projects as needed.

Management Services *

Free up your internal resources by offloading the implementation, customer onboarding and remote administration of the CPAM platform to our team of experts for the fastest time-to-value.

* Additional costs apply

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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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