

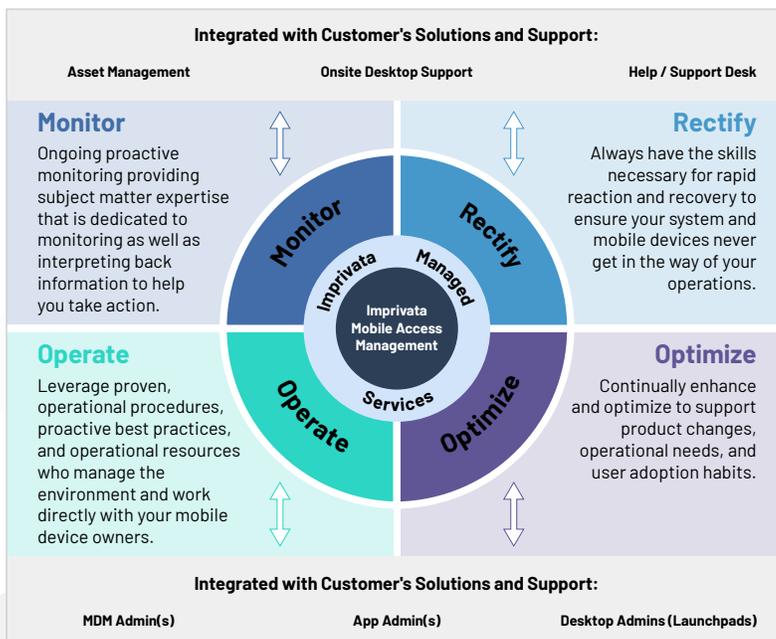


IMPRIVATA MOBILE ACCESS MANAGEMENT – MANAGED SERVICES DATASHEET

Don't let your adoption of Imprivata Mobile Access Management falter over time

Many companies face challenges in building and maintaining a strong, lasting mobile team that can maintain focus across all mobile solutions. Our Managed Services are designed to provide you with immediate, holistic capabilities to manage Imprivata Mobile Access Management (MAM), allowing your mobile team to focus on other strategic projects and mobile solutions. We curate the right blend of Imprivata and mobile expertise with prescriptive program management to ensure MAM never falls behind.

MAM Services Model



Features and benefits

Free up Mobile resources

Free up your critical mobile and engineering team members to focus on strategic projects and drive your overall mobile program forward

Increase mobile expertise

Enhance your mobile team's efficiency with technical and programmatic expertise to manage your Imprivata mobile solution and support their focus

Maintain operational confidence

Ensure MAM stability through proactive monitoring, reporting, and resolution of critical events well before they ever impact your operation

Never lose momentum

Leverage a team that dedicates its focus on your MAM success – they never lose focus, since this is their only focus

Maximize value

Leverage Imprivata experts who focus on continuous enhancements that stay ahead of product evolution and keep up with your ever-changing mobile environment

Ongoing education

Leverage ongoing training to support your mobile team's knowledge of the solution

Easy transition to Managed Services

- Meet your team
 - Program Manager plans every week, month, quarter, year using our prescriptive approach
 - Managed Service Engineer administers your system, provides weekly 1:1 consultation, and rectifies issues directly with your team
 - Proactive Analyst monitors your environment alerting the team when necessary
- Schedule the initial onsite solution assessment
- Follow the onboarding process to integrate Managed Services into help desk, device support, and asset inventory operations

Compare service offerings

	Essential	Advanced	Enterprise
Product responsibilities	MAM system management	+ MAM fleet management	+ Dock management
Administration of MAM system	✓	✓	✓
Performs MAM quarterly updates with iOS update support	✓	✓	✓
Issue resolution with helpdesk escalation handling	✓	✓	✓
Optimization and enhancement management	✓	✓	✓
MAM system monitoring and alerting	✓	✓	✓
Prescriptive program management and consulting	✓	✓	✓
Annual onsite and remote solution assessments <i>*Includes clinical solutionist for healthcare customers</i>	✓	✓	✓
Analytics management and delivery <i>*Requires Imprivata Analytics licenses</i>	✓	✓	✓
Ongoing education <i>*Up to 2 administrative certification trainings per year</i>	✓	✓	✓
Remote device fleet management via MAM		✓	✓
Mobile device fleet monitoring		✓	✓
Mobile device asset management		✓	✓
Quarterly onsite docking station inspection			✓
Onsite stocked docking station spares			✓
Quarterly end user training			✓

Focused areas of core responsibilities



Operate

- Direct administration of MAM
- Manages a maintenance program to ensure all MAM components stay up to date including performing MAM quarterly updates



Monitor

- Proactively monitors for critical events, changes in use, and overall health to identify needs for remediation, optimization, or user education
- Annual onsite and remote solution assessments – includes clinical solutionist for clinical walkthroughs for healthcare customers



Optimize

- Identifies and performs system and workflow optimizations
- Implements enhancements alongside product changes and improvements



Rectify

- Rectifies all issues identified through monitoring, help desk, or mobile admin team
- Trains help desk, device support, and admins annually to ensure efficient case handling



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

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