

## CASE STUDY

# Large health system builds a repeatable shared mobile deployment model with Imprivata

The organization supported a multi-year Epic rollout across a complex healthcare environment, building expertise while standardizing shared iPhone deployments

### Challenge

- Deploying and managing shared mobile devices across facilities with varying infrastructure, workflows, and badge technologies
- Establishing a scalable deployment and support model for enterprise growth
- Supporting a multi-year Epic standardization initiative across a large, complex healthcare environment

### Solution

- Implemented Imprivata Mobile Access Management to support shared mobile workflows
- Standardized deployment processes, templates, and support models across facilities
- Built strong collaboration among mobility, networking, facilities, desktop support, and clinical informatics teams

### Results

- Expanded to more than 6,500 managed iPhones across the enterprise
- Developed internal deployment expertise after approximately two implementation waves
- Completed increasingly large and successful deployments



### Organization snapshot

**Industry:**

Healthcare

**EHR:**

Epic

**Organization:**

Large integrated healthcare system

**Environment:**

Over 6,500 managed iPhones

### Overview

As part of a multi-year Epic standardization initiative, a large integrated healthcare system needed a scalable approach to managing shared mobile devices across a complex enterprise environment. Seeking to expand to over 6,500 mobile devices, the organization needed a consistent way to deploy and support Epic Rover workflows while improving operational consistency across facilities. Rather than treating each rollout as a standalone effort, the team aimed to use the initiative to build a repeatable framework for clinical mobility at scale.

## Challenge: Supporting shared mobile workflows across a large, complex environment

As their Epic Rover adoption expanded, the organization needed a consistent approach to supporting shared mobile devices across facilities with differing infrastructure.

They also had to contend with different badge technologies and varied operational requirements. Each deployment required coordination among multiple teams, including:

- Mobility
- Networking
- Facilities
- Desktop support
- Clinical informatics

Leaders also needed a deployment approach that could accommodate department- and shift-based workflows while helping internal teams build expertise for future rollouts.



## Solution: Building a repeatable deployment model for clinical mobility

The organization chose and implemented Imprivata Mobile Access Management to support shared mobile workflows and standardized deployment processes. Working closely with Imprivata, the team was able to create:

- Reusable templates
- Site assessment processes
- Documentation
- Support models

This work required close collaboration among stakeholders across IT and clinical operations. After approximately two deployment waves, the organization developed the expertise to independently lead smaller deployments while continuing to partner with Imprivata on larger, more complex rollouts.

## Results: Expanding clinical mobility with confidence

Today, the healthcare system manages more than 6,500 iPhones using Imprivata Mobile Access Management. The organization has completed increasingly large deployments, including what leaders described as their largest and most successful go-live to date. Standardized deployment practices now support continued expansion across the enterprise.

Confidence in the program remains high. Reflecting on the program's success, one organizational leader noted, "There's nothing that we've encountered in this journey thus far that makes us question our decision."

The impact has been significant for frontline clinicians. As one executive sponsor recalled, a nurse describing the experience said, "Oh wow, this is life-changing."

### Enterprise Health System



**45,000+**  
nurses



**EHR:**  
**Epic**



**24**  
states



**19,000**  
beds



**2,200+**  
care sites

### MAM Deployment Scope



**157**  
hospitals



**24 hospitals deployed in 18 mo.**  
**133 sites to-go**



**6,500 iPhones @ 24 Hosp.**  
**and 438 docking stations**  
**configured/deployed**

## Looking ahead

The healthcare system continues to expand shared mobile workflows as part of its long-term Epic roadmap. With thousands of iPhones already deployed and a repeatable implementation model in place, the organization is positioned to continue scaling clinical mobility across the enterprise while supporting secure, efficient access for clinicians.



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.

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