

Imprivata PAS: The next standard for privileged access

Important update for Imprivata Selling Partners, Channel Partners, Partner Account Managers, and Partner SEs.

Dear Valued Partner,

We are reaching out with an important update on Imprivata's privileged access strategy, one that creates a significant opportunity for you and your customers.

Imprivata is establishing Imprivata Privileged Access (PAS) as the strategic platform for all privileged access innovation. This is the direction where Imprivata is investing, building new capabilities, and bringing together vendor access and workforce privileged access management into a unified, modern platform experience.

As part of this platform's evolution, we want to make sure you are fully informed, enabled, and ready to lead this conversation with your customers.

What You Need to Know: PAM is now part of Imprivata Privileged Access

Over the past several years, Imprivata has been investing in a singular platform for the privileged access experience. Through acquisition and continued product development, we have combined the strengths of legacy privileged access capabilities with the modern architecture and security innovation of PAS.

PAS delivers a materially better privileged access experience across every dimension your customers care about:

1 One Platform for Privileged Access

A unified Vendor Privileged Access Management (VPAM) and workforce PAM, eliminating the burden of managing separate solutions. Customers get one strategic relationship with Imprivata across both use cases.

2 Identity Assurance and Threat Detection

PAS connects privileged access decisions to identity risk signals and adaptive response. For customers asking about zero trust and identity-centric security, PAS is the answer.

3 Native MFA Options

PAS supports facial biometric authentication, TOTP, and other MFA options for privileged access workflows, enabling strong MFA without dependencies on outside providers.

4 Agentic Identity Management (AIM)

Innovation on PAS is bringing AI agent identities and access controls, a growing customer requirement as organizations adopt AI-driven workflows.

5 Modern deployment architecture

PAS is designed for a simpler, more scalable deployment model, reducing infrastructure dependency and operational overhead.

6 Flexible Deployment: Customer-Hosted or Imprivata Cloud

PAS offers customers a choice: deploy on-premises in a customer-hosted environment, or move to PAS Cloud where Imprivata manages infrastructure, automates upgrades, and more.

Important announcement: XTON PAM End of Support - November 2029

The Imprivata PAM product you may be familiar with, formerly known as XTON PAM, has a published end of support date of November 21, 2029. Imprivata will continue to provide security patching, vulnerability management, and dedicated engineering support through the end of the support period. All PAM innovation is now happening on the PAS platform, built on the platform that was SecureLink.

Key Product and Commercial Milestones

The key PAS capabilities needed to support the planned transition away from our legacy product were completed in Q2 2026. PAS should now be positioned as the default platform for new privileged access opportunities.

New Imprivata PAM opportunities will be treated as exceptions and evaluated against PAS. Through Q4 2026, exception requests may be considered through the appropriate Imprivata approval process. Decisions will take into account factors such as opportunity value, customer awareness of the published End of Support date, market impact, required capabilities, and whether there is a clear future migration path to PAS.

For open opportunities where Imprivata Legacy xPAM remains the proposed solution, partners should work with their Imprivata Channel Management team to document why PAS does not currently meet the customer's requirements, obtain the appropriate approval, and identify how the customer can migrate to PAS over time.

Your Action Plan

Imprivata is preparing broader customer-facing communications, expected to be completed by early August. Partners should begin preparing customer conversations now, before formal Imprivata customer communications go out.

Action items:

- Look out for Imprivata's enablement materials in our August monthly release, including metrics, success stories, and product insights.
- Identify customers currently using XTON PAM.

- Begin positioning PAS as the strategic migration and modernization path.
- Review open xPAM opportunities with your Imprivata Channel Management team and evaluate whether PAS can meet the customer's requirements.
- Do not commit to a new xPAM sale, add on, or renewal structure without confirming availability, term length, and any required approvals with Imprivata.

Questions and dedicated sessions

Contact your Imprivata Channel Management team or reach us at PMQueries@imprivata.com.

Thank you for your continued partnership. We are committed to making this transition straightforward for you and your customers. PAS represents the best of what Imprivata has built, and the platform we are building toward. We look forward to growing this together.

Regards,
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Partner FAQ

Q: Will Imprivata force customers to migrate immediately?

A: No. Imprivata is providing a clear transition window with communication, enablement resources, and support to help customers plan and execute migrations on a timeline that works for them.

Q: Is PAS a full replacement for everything XTON PAM does?

A: PAS is the strategic platform and covers the core privileged access use cases customers rely on: vendor access, workforce PAM, credential vaulting, approval workflows, and session controls. Certain automation will require new setup. Specific migration questions should be directed to your Customer Success Manager or PMQueries@imprivata.com.

Q: What is the new capability in PAS that XTON PAM doesn't have?

A: Several. PAS adds face authentication as a native MFA method; Identity Assurance and Threat Detection (IATD), connecting privileged access to identity risk signals and adaptive response; Agentic Identity Management (AIM), managing non-human and AI agent identities; modern OAuth2 and JWKS-based API security; break-glass emergency access with cryptographic audit trails; and a modern deployment architecture with lower infrastructure dependency.

Q: When will Imprivata communicate directly with customers about the XTON PAM transition?

A: Broader customer-facing communication is planned to be completed by mid-August. Partners should begin preparing customer conversations now.

Q: Is there a migration guide or technical resources available?

A: Imprivata has added enablement resources to help partners keep customers informed. Please contact PMQueries@imprivata.com for additional technical resources. Migration guides and actions needed will be shared in the next couple of months.

Q: Is Imprivata ending all xPAM sales immediately?

A: PAS should now be positioned for all new privileged access opportunities. New xPAM opportunities are considered exceptions rather than the standard sales path. Through Q4 2026, exceptions may be evaluated through the appropriate Imprivata approval process. Partners should not promise xPAM availability or quote an xPAM solution until the opportunity has been reviewed with the Imprivata Channel Management team.

Q: What factors will Imprivata consider when reviewing an xPAM exception?

A: Imprivata may consider factors including the commercial significance of the opportunity; whether the customer understands the November 21, 2029 End of Support date; market and competitive impact; capabilities required by the customer; and whether there is a credible future migration path to PAS. Approval is not guaranteed, and partners should position PAS before requesting an exception.

Q: What should partners do with open xPAM opportunities?

A: Partners should reassess each open xPAM opportunity against current PAS capabilities.