

CASE STUDY

Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect) customer story: InterSystems

Imprivata Customer Privileged Access Management brokers secure access between the InterSystems technician and the customer's network

NOTE: SecureLink is now part of Imprivata. To reflect this change, all references below including direct quotes have been updated from SecureLink and SecureLink Customer Connect to now read Imprivata, Imprivata Customer Privileged Access Management, and CPAM, appropriately.

A large, light blue, stylized graphic of two overlapping curved shapes, resembling a speech bubble or a stylized 'Q', framing the quote.

"In 29 years with the company, I've come to appreciate a partnership like the one we have with Imprivata. We've worked with some companies that have great products, but terrible service. Imprivata has earned our trust with both the quality of the product and passion for customer support that rivals our own.

– John Paladino, VP of Client Service



CHALLENGE

InterSystems develops advanced software technologies that enable breakthroughs. With a passion for excellence and a focus on client success, InterSystems provides data management, strategic interoperability, and analytics platforms used in healthcare, financial services, government, and other industries.

Supporting mission-critical applications for a global customer base is serious business. A system issue may not only cost millions of dollars, it may impact factors more important than money, such as patient care.

"When there's an issue with one of our clients, there's no time to lose. Support must be crisp, expert and immediate."

– John Paladino, InterSystems' Vice President of Client Services

Ensuring technicians are able to support customers efficiently is imperative. InterSystems needed a solution that would improve time to resolution, reduce costs and limit security liabilities.

RESULTS

When it comes to justifying the cost of the platform, the Imprivata Customer Privileged Access Management (CPAM) license has proven well worth the investment, according to Ward and his team.

InterSystems with CPAM results

CPAM enables InterSystems' technicians to make on-demand, native connections to its applications and databases.

Leveraging a platform built for the job and more than 20 years of experience, CPAM helps InterSystems to streamline support operations, deliver outstanding service and accommodate their customers' need for security and compliance.

In addition to using CPAM for unattended remote support, InterSystems' technicians use the Quick Connect module to support end-users at the desktop.

The Partnership

Working side by side for nearly two decades, InterSystems and Imprivata have developed a deep partnership, rooted in a mutual passion for great customer support. Paladino said, "In 29 years with the company, I've come to appreciate a partnership like the one we have with Imprivata. We've worked with some companies that have great products, but terrible service. Imprivata has earned our trust with both the quality of the product and passion for customer support that rivals our own."

CPAM FEATURES

Multifactor Authentication

Requires two unique factors of authentication to be verified before access is granted for each connection

Individual Account Verification

No shared logins - Each support rep has a unique login and password that are locally stored for additional security



About InterSystems

InterSystems is a global software leader with headquarters in Cambridge, Massachusetts and offices in 25 countries. InterSystems' products are at the heart of mission-critical applications in healthcare, government and financial services. In selected countries, InterSystems also offers unified healthcare applications, based on its core technologies that deliver on the promise of connected healthcare.

Strict Access Control

Restrict access to specific hosts and ports and keep your credentials private - Enable access manually or on a specific schedule you set

High-Definition Audit

Capture detailed support session activity at the individual user level, including files transferred, commands entered, RDP and desktop sharing recording



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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