

Imprivata PAS: The next standard for privileged access

Important update for customers using Imprivata PAM, formerly known as XTON PAM.

Dear Valued Customer,

We are writing to share an important update on the future of privileged access at Imprivata and what it means for the PAM deployment your team runs today.

Imprivata is establishing Imprivata Privileged Access (PAS) as the platform for all privileged access innovation. PAS brings vendor privileged access management (vPAM) and workforce privileged access management together into a single, modern platform, so your team manages one set of policies, one approval model, and one audit trail instead of stitching together separate tools.

What this means for you

Your current PAM deployment will continue to receive critical security updates through November 21, 2029. New privileged access capabilities, however, are being developed on PAS.

What you gain on PAS

- 1 One platform for privileged access**
Vendor access and workforce PAM in one place, under one policy model - no second console and no duplicate reviews at audit time.
- 2 Privileged decisions informed by identity risk**
PAS connects privileged access to identity risk signals and adaptive response, so elevated access can be challenged or blocked when the signals warrant it.
- 3 Strong MFA without a third party**
Facial biometric authentication, TOTP, and other methods are native to privileged access workflows, so you are not dependent on an outside provider to protect your most sensitive sessions.
- 4 Readiness for AI agent identities**
As your organization adopts AI-driven workflows, PAS is where identity and access controls for non-human and AI agent identities are being built.
- 5 A simpler footprint to run**
PAS is designed for a more scalable deployment model with less infrastructure to maintain and fewer moving parts for your team to patch and monitor.
- 6 Shared deployment options**
Reuse your current environment. Stay customer-hosted on your own infrastructure, or move to PAS Cloud and let Imprivata manage the infrastructure and upgrades.

Important announcement: PAM End of Support - November 21, 2029

Your current PAM deployment will continue to receive critical security updates through the End of Support period. We encourage you to begin planning your migration to PAS now. PAS is the strategic platform for privileged access at Imprivata, where new capabilities and security innovation are being developed to address evolving privileged access needs.

Getting to know PAS

PAS may be new to you, so we have attached a product overview to this note (also available at <https://info.imprivata.com/viewer/9c7ab2e4f59d1f1d51f680f2eb1919c6>). It walks through what the platform does, how privileged access is administered, and what the experience looks like for your privileged users.

Moving from your current deployment to PAS is a data migration for accounts, credentials, target systems, and access policies. Followed by enablement of the PAM capabilities you would configure on the new platform: account discovery, just-in-time (JIT) workflows, break-glass access, personal vault, and more. It is not a rebuild from an empty system, and it is not something you have to work out on your own.

The first step: a scoping exercise

Before we can scope your migration effort, sequencing, timeline, what carries over automatically, and what needs to be rebuilt, we need a factual picture of how your current deployment is actually used. We have packaged a set of read-only queries that you can run against your PAM database and return to us over secure file transfer.

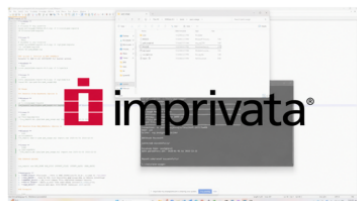
The results tell us:

- How many records you hold - accounts, credentials, target systems, and users
- Which access methods you actually use, and how heavily, including RDP, SSH, VNC, web, database, and others
- Which approval and access workflows you have implemented
- Which product features are in active use, and which are not
- Where your configuration will map cleanly to PAS, and where it needs attention

To get started

1. Watch the recorded walkthrough of the scoping tool.

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2. Download the scoping package: [Download the PAM usage report package](#)
3. Read the included README file. It has the step-by-step instructions, prerequisites, and details on exactly what each query collects.
4. Run the queries and share your results via email to luís.rojas@imprivata.com as soon as you have completed the exercise. We will route you to the right team - Sales, Renewals, or Customer Success - based on what your results show.

The queries are read-only and are designed to be run against your existing environment without downtime. Most customers complete the exercise in well under 10 minutes.

What happens next

Once we have your results, we will come back to you with a scoped view of your migration. Migration guides and detailed technical resources will follow over the coming months.

If you have questions in the meantime, contact your Customer Success Manager or reach us at PMQueries@imprivata.com.

Thank you for trusting Imprivata with your privileged access. PAS represents the best of what we have built and the platform we are building on, and we are committed to making this transition straightforward for you.

Regards,
Luis Rojas
Sr. Product Manager, PAM

Customer FAQ

Q: We only use Imprivata for workforce PAM today. Is PAS still the right platform for us?

A: Yes. PAS covers the workforce privileged access use cases you rely on now, credential vaulting, approval of workflows, and session controls, and adds account discovery, just-in-time access, break-glass, and personal vault. The vendor's access capability is included in the platform; you can adopt it when third-party access becomes a priority, and you are not obliged to use it in order to run PAM on PAS.

Q: Do I have to migrate, and is there a deadline?

A: Support for your current PAM product ends November 21, 2029. There is no requirement to move before then but based on the overall Imprivata direction for Privileged Access, we would recommend migrating the earlier the better, to enjoy all the new features and innovation we are building. We're communicating early so you can plan the move on your own schedule rather than compress it near the end.

Q: What support do I get on my current deployment until then?

A: Full support through the end of the support period: security patching, vulnerability management, and dedicated engineering support. However, development is under a maintenance-only position unless an emergency on enablement opportunities.

Q: Why should I start the scoping exercise now if support runs to 2029?

A: Because the scoping results shape everything that follows sizing, sequencing, budget cycles, and which of your workflows needs attention. Running it now costs you a few minutes and gives you basis for planning. It does not commit you to a migration date.

Q: Are we required to move to the cloud?

A: No. PAS supports customer-hosted deployment as well as PAS Cloud. Moving off your current PAM product and moving to the cloud are two separate decisions, and you can make them independently.

Q: What does migrating cost us, and does our license change?

A: Commercial questions are handled directly with your Product team, and your scoping results are what make that conversation concrete rather than hypothetical. Complete the exercise and email luis.rojas@imprivata.com, and we'll bring in the right people: Sales, Renewals, or Customer Success, depending on what your situation calls for.

Customer FAQ (continued)

Q: What exactly do the queries collect? Do they read our secrets?

A: The queries collect counts, configuration of metadata, and usage patterns, how many accounts and systems you manage, which access protocols are used and how often, which workflows are configured, and which features are active. They do not extract, store credentials, or get access to any sensitive data. The README documents every query and what it returns, so your security team can review if needed.

Q: Will running the queries affect our production environment?

A: They are read-only and do not modify data or configuration. They can be run at any time, and we recommend pulling the data of over 1 year worth of information to plan accordingly. Our packaged queries are sent via secured FTP endpoint provided by Imprivata and handled under our standard data handling practices. The generated output is a .txt file you could share back to us via email, or encrypted as needed by your security standards.

Q: What happens to our historical audit records and session recordings?

A: We know that privileged access history is often what your auditors and regulators actually ask for, so you will continue getting a read-only access after your migration is completed. Your specific retention requirements, how far back, in what form, and how it must remain queryable, should be raised during scoping, so they're designed for rather than discovered late.

Q: Can we run both platforms in parallel during the transition?

A: A phased transition is the expected pattern for most environments, particularly where privileged access spans multiple teams or business units. Your sequencing will come out of the scoping conversation. Imprivata will support each unique case based on the timing of the migration against your upcoming renewal date (mid, or at-term).

Questions?

Contact your Customer Success Manager or email PMQueries@imprivata.com for additional guidance and technical resources.