

# Driving resiliency and success amidst COVID-19 with remote Imprivata Professional Services

## Key benefits:

- Remote or onsite deployment assistance to ensure timely go-live with Imprivata solutions
- Planning and design sessions with in-depth clinical walkthroughs
- Ongoing assistance after initial deployment to drive continued success
- Supervised enrollments for EPCS that can be done onsite or managed remotely

Organizations that invest in digital identity solutions from Imprivata benefit from a world-class customer experience program that helps them achieve faster deployments with minimal disruptions for end users. A critical component of this program is Imprivata Professional Services, a team of healthcare and IT experts who are dedicated to the success of each Imprivata customer at initial deployment and beyond. This program delivers remote and onsite professional services, enabling organizations to deploy their Imprivata solutions regardless of their environment. The benefits of this program have become more important during the COVID-19 pandemic, when organizations have limited IT resources and have restrictions on onsite engagements.

## Leveraging remote professional services to meet key deadlines

Healthcare IT organizations are constantly trying to meet deadlines, including state mandates such as for EPCS (electronic prescribing for controlled substances). The challenge today for many organizations is meeting these deadlines despite many employees being forced to work remotely due to the COVID-19 pandemic.

The increased pressure to meet an ever-growing number of deadlines and the need for remote deployments has elevated the demand for Imprivata Professional Services. With Imprivata Professional Services, organizations can benefit from:

- Seasoned healthcare and IT experts with years of experience deploying and upgrading Imprivata solutions
- Detailed planning and design sessions with clinical walkthroughs via video conferencing
- Remote or onsite deployment assistance to ensure timely go-live with Imprivata solutions. This includes remote administrators who can help organizations deploy Imprivata solutions and apply upgrades from any location
- Supervised enrollments for EPCS that can be done onsite or managed remotely, depending on the organization's specific requirements



### About Imprivata

Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

### For further information please contact us at

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or visit us online at  
[www.imprivata.com](http://www.imprivata.com)

### Offices in

Lexington, MA USA  
Uxbridge, UK  
Melbourne, Australia  
Nuremberg, Germany  
The Hague, Netherlands

### Ongoing success with a world-class customer experience program

In addition to Imprivata Professional Services, organizations can benefit from a set of programs designed to ensure Imprivata Customers for Life. These programs include:

- **Imprivata Managed Services:** A tactical team that can serve as an extension of an organization's IT team by providing expert guidance and recommendations. This team can also remotely manage an organization's Imprivata enterprise and provide ad-hoc Imprivata professional services engagements.
- **Imprivata Education Services:** Comprehensive instructor-led training and self-paced eLearning curriculum providing organizations with increased skills resulting in optimal configurations, greater efficiencies, and higher end user adoption.
- **Imprivata Customer Success:** A program designed to develop a strategic partnership between Imprivata and its customers. This team fields questions about licensing, services, and product features, including recommended upgrades and EOL (end-of-life) plans. They also reach out proactively with timely guidance tailored to an organization's unique needs.
- **Clinical workflow design:** A team of healthcare experts that perform clinical site walkthroughs (remotely or onsite) to fully understand providers' current workflows and challenges, including how they access clinical systems and how technology changes may impact their efficiency. This team can then provide unique and prescriptive workflow recommendations and support IT solution deployments, upgrades, or migrations.