

# Imprivata Enterprise Advisory Services

Imprivata solutions integrate with a broad range of technologies in healthcare. To drive a holistic IT strategy, reduce operational risk, and limit potential disruptions, including those caused by periodic updates and infrastructure changes, IT teams require dependable vendor teams with extensive knowledge of healthcare, technology, and the Imprivata solutions critical to their security and clinician workflows.

The Imprivata Technical Architecture Management (TAM) team delivers Enterprise Advisory Services and is comprised of technical experts that take a proactive role in the success of your IT strategy. When your organisation is empowered with Imprivata Enterprise Advisory Services, you unlock the potential of your IT investments and gain architects that take initiative to ensure the security, compliance, and efficiency needs of your organisation and clinicians.

## Accountability and simplicity

Our Imprivata team is accountable for being proactive, driving simplicity, and taking direct ownership of technical matters that can be complex and interconnected. Your organisation should consider Enterprise Advisory Services if you:

- Conduct regular upgrades to Imprivata solutions, or upgrades to systems integrated with your Imprivata solutions, and cannot afford costly disruptions in production
- Face enterprise-level change at increasing frequency or across increasingly complex environments
- Need one accountable owner to oversee and manage Imprivata support cases or escalations
- Desire advocates from within Imprivata that can plan for your organisation's highest-value product enhancements
- Want experienced resources that are self-sufficient and prescriptive with regular ongoing communications
- Need your technology investments to remain stable and current while delivering efficient clinical workflows to your clinicians

## Benefits of Enterprise Advisory Services

- Own and manage issue escalations, communications, and post-resolution reporting
- Guide the planning, testing, and path-to-production activities for upgrades and migrations, including on-call availability during cutover
- Actively monitor and plan for implementation of product enhancements fitting your organisation's unique needs
- Reduce operational risks associated with change management

## Trusted healthcare IT expertise

Our Imprivata team brings deep technical and healthcare experience across a broad spectrum of customer organisations and architectural, environmental, and workflow variations. Let us put our knowledge and experience to work for you.

Focus area	Responsibility
<b>Escalation management</b>	Create customer support cases on behalf of the customer and follow up with status reports on each case on a weekly basis.
	Automatically escalate issues based on agreed upon thresholds regarding case status, priority, age, etc. Summarise status, outcomes, and next steps following escalations.
	Act as the central point of contact and owner of escalations.
<b>Guidance during product upgrades</b>	Provide technical knowledge and project management support.
	Create a project plan for pre-upgrade testing and production cutover.
	Respond to calls from customer staff for assistance during critical production cutover events.
<b>Product advocacy</b>	Monitor advance-notice internal release documentation and alert the customer to product enhancements that benefit their unique needs or objectives.
	Develop project and communication plans for implementing new features.
	Facilitate engagement with Imprivata development team for controlled availability and beta programs, and to provide advanced insight into product roadmap.
<b>Change management for system architecture</b>	Guide long-term strategic planning for changes to your enterprise architecture.
	Provide environmental supportability assessments to highlight potential risks to Imprivata functionality, and recommend changes.
	Ensure long-term adherence to reference architecture best practices.
	Join customer teams tasked with resolving issues resulting from environmental changes.

**Focus area****Responsibility****Onsite (or remote)  
technical assessment**

Facilitate annual (or 30-day post-live) technical checkup.

Develop strategies to drive environmental or architectural optimisation and document any relevant decisions, identified risks, key assumptions, and timeline estimates.

Provide direct support for testing and troubleshooting. Document technical findings and recommendations.

**Architectural  
relationship  
management**

Schedule and run checkpoint calls with the customer's technical teams (includes preparation and completion of action items needed).

Serve as the customer's central point of contact for supportability review and other Imprivata-related technical questions.

**Continuing  
education**

Access to monthly remote product deep dive training sessions.

Two licences for the Imprivata online Learning Management System.

Two seats per year in any Imprivata regional administrator certification course.

Up to two annual Imprivata recertification exams included.



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 more information, please contact us at +44 (0)208 744 6500 or visit us online at [www.imprivata.co.uk](http://www.imprivata.co.uk)

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