

# Imprivata Enterprise Management Services

As technology ecosystems across healthcare evolve, IT teams are recognising the need for continuity and consistency when it comes to maintaining the ongoing performance of mission-critical enterprise systems, such as Imprivata solutions. It is why many Imprivata customers retain key technical/clinical informatics staff in their IT teams specifically to support their Imprivata enterprise. However, these Imprivata specialists are often stretched thin by the need to manage competing priorities. Long-term, they may move on to different roles within the company or they pursue opportunities outside the company, leaving critical gaps to be filled.

Imprivata Enterprise Management Services closes these gaps with a team of proactive solutions delivery experts that bring a comprehensive understanding of clinical workflows, integrated IT systems, healthcare regulations, high-value use cases, and the Imprivata platform.

## IAM continuity and resiliency

Imprivata Enterprise Management Services extends the power of your IT organisation with a full scale professional services team that is accountable for proactive delivery and ensuring the continuity and resiliency of your Imprivata solutions. Your team should consider Enterprise Management Services if you:

- Want the flexibility to draw on the full range of Imprivata professional services offerings as needs arise
- Find that the process for managing your Imprivata tech stack or Imprivata-integrated systems is straining your team and you cannot afford costly disruptions in production
- Encounter enterprise-level change at increasing frequency or across increasingly complex environments, requiring configuration and testing of your Imprivata systems to avoid workflow disruptions for end users

## Benefits of Enterprise Management Services

- Access to a full range of Imprivata Professional Services offerings, including upgrades, migrations, implementations, deployment and enrollment assistance, training courses, and more
- Flexible resources available without the need for lengthy scoping, budgeting, and contracting processes
- Expert staff that plug into your change management processes to quickly identify and remediate Imprivata product issues
- Clinical workflow specialists that provide workflow design, and sustained engagement throughout implementation and ongoing production support, enabling you to offer clinicians a world-class end user experience

- Desire resources from Imprivata who can remotely manage your Imprivata solutions, are self-sufficient, and provide prescriptive, ongoing communication with your IT team
- Value the perspective of clinical specialists when managing IT changes that could have an adverse impact on clinical end user workflows

Focus area	Responsibility
<b>Full remote configuration, testing, and go-live</b>	Remotely installs and configures your Imprivata system.
	Configures and tests policies and application / system integration points.
	Back-end technical support for the production go-live event.
<b>Full range of professional services engagements</b>	Full range of professional services onsite days applicable towards any Imprivata Professional Services engagement.
<b>Direct administration of Imprivata system: Upgrades, migrations, and expansions included</b>	Implement preventative and/or corrective configuration changes as needed.
	Alert your team to any changes needed and facilitate actions or support needed.
	Implement configuration changes and expansions to address your evolving needs.
	Identify and communicate the need for Imprivata product version upgrades. Plan, manage, and complete configuration, testing, and implementation tasks, as well as any required appliance migration tasks.
	Identify, communicate, plan, manage, and complete new application profiles or updates to existing profiles; testing and other deployment tasks included.
	Install and configure proof of concept (POC) environments to allow testing of requested features and enhancements.
	Respond to errors or issues requiring fixes; own communication and issue management.
<b>Sustained Clinical Workflow Specialist engagement (onsite or remote)</b>	Clinical specialists provide recommendations on workflow design to ensure end user efficiency and satisfaction.
	Monitor implementation of prescribed workflows for success metrics and opportunities to optimise; review IT change requests for potential impact on end clinical user workflows.
<b>Change management: Imprivata system configuration</b>	Review change requests weekly; interpret architecture, system, and workflow changes for configuration, testing, and implementation tasks.
	Own the hands-on configuration and testing tasks within the Imprivata system. Assist and support integration testing.
	Respond to unanticipated need for changes and help actively remediate impacts to the Imprivata solution caused by changes to architectural components integrated with the Imprivata system.

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<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 single point of contact and owner of escalations.
<b>Customer help desk escalation handling</b>	Train your help desk staff to optimise front-line user and customer support service level agreements (SLAs) on Imprivata-related cases.
	Receive end user issues escalated through your help desk for troubleshooting, determining root cause, and reaching a resolution.
<b>Onsite (or remote) configuration assessment</b>	Facilitate twice-annual onsite technical check-up, document findings and recommendations, own strategic planning to achieve your support, adoption, and expansion goals, and document sequence of technical steps and level of effort required.
	Provide direct support for testing, troubleshooting, and emergency management.
<b>Application and architectural relationship management</b>	Schedule and run checkpoint calls with application teams that are dependent on the Imprivata system; includes preparation and completion of action items/follow ups needed.
	Serve as the customer stakeholders' central point of contact for system needs.
<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>Continuing education</b>	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.

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