Imprivata Enterprise Management Services

As technology ecosystems evolve, IT teams are recognizing 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 staff in their IT teams specifically to support their Imprivata enterprise solutions. 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 integrated IT systems, compliance needs and regulations, high-value use cases, and the Imprivata platform.

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

IAM continuity and resiliency

Imprivata Enterprise Management Services extends the power of your IT organization 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

- Desire resources from Imprivata who can remotely manage your Imprivata solutions, are self-sufficient, and provide prescriptive, ongoing communication with your IT team

Focus area	Responsibility
Full remote configuration, testing, and go-live	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.
Full range of professional services engagements	Full range of professional services onsite days applicable towards any Imprivata Professional Services engagement.
Direct administration of Imprivata system: Upgrades, migrations, and expansions included	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.
	Respond to environmental, application, and integration issues requiring a new Imprivata appliance. Own communication and issue management; plan, manage, and complete migration tasks.
Change management: Imprivata system configuration	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.
Escalation management	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. Summarize status, outcomes, and next steps following escalations.
	Act as the single point of contact and owner of escalations.

Focus area	Responsibility
Customer help desk escalation handling	Train your help desk staff to optimize 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.
Onsite (or remote) configuration assessment	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.
Application and architectural relationship management	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.
Product advocacy	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.
Continuing education	Access to monthly remote product deep dive training sessions.
	Two licenses 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 is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

For more information, please contact us at 1 781 674 2700
or visit us online at www.imprivata.com

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