

Imprivata Advanced Management Services

As IT budgets across healthcare remain constrained, organizations are seeking ways to optimize IT resources and future proof their technology investments. To do this, leading organizations turn to technical experts from Imprivata that understand their unique needs and are uniquely positioned to provide a hands-on response.

The Imprivata Remote Administration Management (RAM) team delivers Advanced Management Services and is comprised of proactive hands-on engineers and solutions delivery experts that act as a valuable extension of your IT team. With a comprehensive understanding of the Imprivata platform and its supported components, Imprivata Advanced Management Services become an integral part of your IT strategy.

Proactive value

Our Imprivata team is accountable for being proactive and delivering faster time to value to your organization. Your team should consider Advanced Management Services if you:

- Face IT resource constraints, yet must manage enterprise-level change at increasing frequency or complexity
- Require upgrades to Imprivata solutions or Imprivata-integrated systems and you cannot afford costly disruptions in production
- Desire an experienced, trusted expert who can remotely manage your Imprivata solution, is self-sufficient, and provides prescriptive, ongoing communication with your IT team

Trusted healthcare IT expertise

Our Imprivata team has thousands of hours of expertise managing Imprivata solutions. Their experience partnering with numerous healthcare organizations and integrating Imprivata into the most complex workflows makes them an asset to IT teams that are focused on efficiency, precision, and end user satisfaction.

Benefits of Advanced Management Services

- Bolster efficiency with a team of technical experts who can remotely administer your Imprivata solutions
- Cover your Imprivata upgrade, migration, and hands-on system administration needs with a single annual subscription agreement
- Supplement your help desk and change control processes with Imprivata expert involvement
- Remove management complexity from your environments with alignment to IT best practices

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

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. Interprets 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.

Focus area	Responsibility
Guidance during product upgrades	<p>Provide technical knowledge and project management support.</p> <hr/> <p>Create a project plan for pre-upgrade testing and production cutover.</p> <hr/> <p>Respond to calls from customer staff for assistance during critical production cutover events.</p>
Escalation management	<p>Create customer support cases on behalf of the customer and follow up with status reports on each case on a weekly basis.</p> <hr/> <p>Automatically escalate issues based on agreed upon thresholds regarding case status, priority, age, etc. Summarize status, outcomes, and next steps following escalations.</p> <hr/> <p>Act as the central point of contact and owner of escalations.</p>
Customer help desk escalation handling	<p>Train your help desk staff to optimize front-line user and customer support service level agreements (SLAs) on Imprivata-related cases.</p> <hr/> <p>Receive end user issues escalated through your help desk for troubleshooting, determining root cause, and reaching a resolution.</p>
Onsite (or remote) configuration assessment	<p>Facilitate twice-annual onsite technical check-up and clinical workflow analysis, documents 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.</p> <hr/> <p>Provide direct support for testing, troubleshooting, and emergency management.</p>
Application and architectural relationship management	<p>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.</p> <hr/> <p>Serve as the customer stakeholders' central point of contact for system/application needs.</p>
Product advocacy	<p>Monitor advance-notice internal release documentation and alert the customer to product enhancements that benefit their unique needs or objectives.</p> <hr/> <p>Develop project and communication plans for implementing new features.</p> <hr/> <p>Facilitate engagement with Imprivata product teams for controlled availability and beta programs, and to provide advanced insight into product roadmap.</p>

Focus area**Responsibility**

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, 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 1 781 674 2700
or visit us online at www.imprivata.com

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