

DATASHEET

Managed Services for Imprivata Privileged Access Management

Managing secure privileged access to sensitive systems while reducing costs and accelerating adoption

Ensuring success of technology investments can only be realized when capacity, consumption, cost, and performance are optimized. Imprivata Managed Services offers flexible and cost-effective subscription-based managed service solutions.

Let our team help you ensure the safety and security of critical data and systems using a robust privileged access management (PAM) solution that provides protection from attacks, balances security, and enhances IT workflows.

With Imprivata, you gain a strategic partner and a technical expert. Imprivata's highly trained Privileged Access Management experts combined with our cutting-edge technology empowers your organization to simplify and streamline both your project deployment, ongoing production support and expansion processes. Our team ensures that your PAM solution provides fast and secure privileged access to systems that allow your organization to meet audit and compliance requirements while improving enterprise security.

Our team of highly trained security managed services experts will collaborate across your internal teams to tailor a solution that works for IT, cyber, and application owners while reducing your internal workload. Our industry experts are your indispensable partners in achieving your organization's Privileged Access Management goals.

Managed services extends the tactical reach and power of your internal teams and processes to accelerate your strategic business transformation.

Benefits of Imprivata Management Services

- Bolster efficiency with a team of technical experts who can remotely administer your Imprivata solutions
- Extend your IT operations and change control processes with Imprivata expert involvement
- Remove management complexity from your environments with alignment to security best practices



Proactive value

Enterprises use value-added, subscription-based services for five core reasons:

- Reducing operating costs
- Innovating & optimizing enterprise architecture
- Delivering faster time-to-value on technology investments
- Shifting to proactive value-added engagement with expert tech partners
- Aligning with best practices during future changes and expansions

| Focus | Responsibility |
|------------------------------|---|
| Hands-on onboarding | <ul style="list-style-type: none">• Identifies goals, creates a rollout plan and timeline, manages communication and minimizes your team's workload during the onboarding process• Provides setup, training, and connectivity testing to ensure successful adoption and usage• Ongoing onboarding relationship during and following implementation |
| Direct administration | <ul style="list-style-type: none">• Implements preventive and/or corrective configuration changes as needed• Alerts your team to any changes needed and facilitates actions or support needed• Implements configuration changes and expansions to address your evolving needs• Identifies and communicates the need for Imprivata product version upgrades annually• Plans, manages, and completes configuration and testing as required for appliance migration• Responds to errors or issues requiring fixes• Owns communication and issue management |
| Bulk imports | <ul style="list-style-type: none">• Increases speed-to-value by employing scripted, repeatable processes and deep expertise enabling successful bulk uploads |
| Report management | <ul style="list-style-type: none">• Provides an overview of and develops scheduling for the delivery of reporting included with Imprivata Privileged Access Management |
| Escalation management | <ul style="list-style-type: none">• Creates customer support cases and follows up with weekly status reports on each case• Automatically escalates issues based on case status, priority, and age |
| Continuing education | <ul style="list-style-type: none">• Access to monthly remote solution deep-dive training sessions• Two (2) licenses for the Imprivata online Learning Management System• Two (2) seats per year in any Imprivata regional administrator certification course• Up to two (2) annual Imprivata re-certification exams |

Trusted IT expertise

“Imprivata Managed Services offers ready-built, but tailored services for organizations of all shapes and sizes. That support included collaboration with an embedded team of Imprivata healthcare technology managed services experts who provided proactive, hands-on system administration and strategic guidance driven by best practices. This assistance was integral for both initial implementation of Imprivata OneSign and its ongoing support, including integrations, upgrades, and migrations.”

– Mark Holland, Healthcare Head of Technical Architecture, NHS Foundation Trust Provider



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
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