

Imprivata Managed Services

As healthcare technology grows more complex, IT budgets and resources are becoming increasingly constrained. To address this dilemma, Imprivata created Imprivata Managed Services: a subscription-based, professional services program designed to help healthcare organisations optimise their IT resources and future-proof their investments in Imprivata solutions.

Imprivata Managed Services is a team of product and healthcare technology experts with years of diverse implementation experience, spanning a broad spectrum of customer environments, configurations, and care/ operational settings. This tactical team serves as an extension of an organisation’s IT team and understands the evolving complexity of IT, the unique requirements of healthcare organisations, and the inner workings of Imprivata solutions.

Organisations can select from the following Imprivata Managed Services program models:

What is included?	Technical Architecture Management Get the details	Remote Administration Management Get the details	Resident Engineering Management Get the details
Expert recommendations and best-practices for maximising value of Imprivata solutions	✓	✓	✓
A single point of contact for system or application needs	✓	✓	✓
Support on project and test planning for upgrades and migrations	✓	✓	✓
Onsite assessments for technical check-ups, issues findings, systems configurations, clinical workflow design, etc.	Limited	Limited	✓
Remote administration of Imprivata system upgrades, migrations, and application profiling projects		✓	✓
Helpdesk staff training to optimise front-line support SLAs on Imprivata-related cases		✓	✓
An owner of the hands-on configuration and testing tasks within the Imprivata system		✓	✓
Professional Services onsite days applicable towards any Imprivata Professional Services engagement			✓
Flexible resources available without the need for lengthy scoping, budgeting, and contracting processes			✓
Long-term clinical workflow oversight, from design recommendations and assessments through implementation and ongoing change management			✓