imprivata

Implementation services for Customer Privileged Access Management (formerly SecureLink Customer Connect)

Four easy steps to maximize your investment

Get more value from your Imprivata solution with our comprehensive deployment, configuration, and implementation services. We're committed to helping you achieve long-term success and gain the most from your security platform. Imprivata is your partner in remote access and support, and we're here to help you along the way.

Step 1

Kick-off discussion with your project manager

The first step is to hold a project definition call with process owners at your business to evaluate your current procedures. During this introductory step, we'll perform a comprehensive discovery to establish the project scope.

Step 2

Technical requirements

Our technical experts will review your server setup and integration requirements, answer any questions you may have, and determine specifications for setup.

Step 3

Training

Our team works with you to understand your business requirements, use cases, and goals, and then provides guidance on product configuration and workflow best practices to meet those goals and use cases. They'll lead a training session for your administrators and provide access to self-guided online training material.

Step 4

Onboarding project

This service really sets Imprivata apart in the market. As part of this in-depth consultation, we'll establish and document the workflow to onboard your customers, and we'll discuss best practices within your organization. Our onboarding team will offer recommendations on processes for rolling out your Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect) solution to your customers, and they'll work with you to design a custom rollout plan, including gathering data, communication, outreach, and technical assistance to help your customers in receiving access via Imprivata Customer Privileged Access Management.

Partnering for the future

Each year, we'll follow up with you to ensure you're getting the most value from your Imprivata Customer Privileged Access Management purchase. We can offer our Best Practices Assessment, an optional annual service designed to evaluate your current implementation on multiple levels. The assessment includes discovery with your Imprivata Customer Privileged Access Management administrators to dig into specific use cases, workflows, and configurations currently in the system.

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**