Imprivata Mobile Managed Services

Today more than ever, organizations are challenged with supporting shared mobile programs in a way that reduces complexity and drives efficiency for admins and end users alike. To address this evolving challenge, Imprivata has developed Imprivata Mobile Access Management, the only solution that centralizes device management and protects data privacy across shared mobile devices with simple, and secure access management workflows.

Taking this further, Imprivata designed Mobile Managed Services to support your Imprivata mobile solutions with a team of proactive solutions delivery experts that act as a valuable extension of your IT team. With a comprehensive understanding of the Imprivata platform, supported mobile devices, configuration design for optimal workflows, and integrations with a broad array of market-leading mobile device management (MDM) solutions, Mobile Managed Services from Imprivata quickly becomes an integral part of your mobile strategy.

Proactive value

The Imprivata mobile team is accountable for being proactive and delivering faster time to value to your organization. Your team should consider Imprivata Mobile Managed Services if you:

- Want to expedite and maximize the automation potential of your Imprivata mobile solutions quickly, and increase your total ROI through widespread and sustained user adoption

Key benefits

- Enhance your team's efficiency with technical experts who remotely configure and manage your Imprivata mobile solutions

- Ensure operational stability through proactive monitoring of activity logs, reporting, and resolution of critical events

- Leverage ongoing training to support your IT team's mobile administrators

- Remove management complexity and align your IT environment to Imprivata best practices

- Face IT resource constraints, yet must manage enterprise-level change at increasing frequency or complexity
- Integrate Imprivata mobile solutions with your MDM solutions, and you must maintain functionality during times of upgrade or migration
- Desire a team of experienced, trusted experts that can remotely manage your Imprivata solution, is self-sufficient, and provides prescriptive, ongoing communication with your IT team

Focus area Responsibility

- Direct administration of Imprivata mobile solutions
- Proactively monitors critical events and activity logs to alert your team to any changes needed; facilitates remediation and any required support
- Monitors utilization and adoption metrics to ensure the broadest and most consistent end-user adoption, and intervenes to gather user feedback if metrics are below expectations
- Implements configuration changes and upgrades to address your evolving needs, including during MDM migrations and installation of proof of concept (POC) environments to allow testing of requested features and enhancements
- Delivers new workflow automation rules and updates to existing workflow rules, including any testing and training required

Change management: Imprivata system configuration

- Interprets architecture, system, and workflow changes for configuration and testing
- Reviews change requests weekly for potential impact to Imprivata mobile solutions
- Responds to unanticipated needs for changes and helps to actively remediate any impact to Imprivata solutions caused by changes to architectural components integrated with the Imprivata system

Escalation management

- Creates customer support cases on behalf of the customer and follows up with status reports on each case on a weekly basis
- Automatically escalates issues based on agreed upon thresholds regarding case status, priority, age, etc.
- Summarizes status, outcomes, and next steps following escalations

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Customer help desk escalation handling

- Trains your help desk staff to optimize front-line user and customer support service level agreements (SLAs) on Imprivata-related cases
- Receives end-user issues when escalated through your help desk to assist customer helpdesk staff in troubleshooting, determining root cause, and reaching a resolution

Application and architectural relationship management

- Proactively schedules and runs checkpoint calls with MDM/application teams as needed; includes preparation and completion of action items/follow ups
- Serves as the customer stakeholders' central point of contact for system/application needs

Product advocacy

- Monitors advance-notice internal release documentation and alerts the customer to product enhancements that benefit their unique needs or objectives
- Develops plans for enabling new features and keeping environment in a supported state
- Facilitates engagement with Imprivata development team for controlled availability and beta programs, and to provide advanced insight into product roadmap

Continuing education

- Training course and certification exams for up to two (2) trainees per year in the Imprivata Mobile Access Management remote program: an instructor-led program providing participants with knowledge in automated provisioning, workflows, secure device checkout, admin console, launchpads, asset and device management, and troubleshooting
- Two licenses for the Imprivata Learning Center per year

![Imprivata logo]

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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