

# Imprivata Vendor Privileged Access Management (formerly SecureLink Enterprise Access)



## Managed Services overview

Offload the management of your vendor privileged access management solution to reduce costs and accelerate adoption

Managing a vendor remote access platform can be a time-consuming job, and many businesses don't have internal resources or time to spare. Offload the implementation and administration of your Imprivata Vendor Privileged Access Management (formerly SecureLink Enterprise Access) platform to a strategic partner and our technical experts with Imprivata Managed Services. Imprivata Managed Services for Imprivata Vendor Privileged Access Management (VPAM) offers a comprehensive and cost-effective service that removes the burden of solution management from your internal teams and ensures you benefit from our best practices and solution expertise.

From initial implementation and vendor onboarding to ongoing support and expansion projects, our managed services experts will collaborate with your internal teams to tailor the platform for your business and support your business needs.

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

## Proactive value

Organizations leveraging the expertise of Imprivata Managed Services for VPAM experience:

- Reduced operating costs
- Optimized enterprise architecture and deployment
- Higher and quicker adoption with vendors
- Faster time-to-value on VPAM investment

## 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

- Maximum ROI from the solution with optimized workflows and automation with the SDK
- Proactive value-added engagement with expert technical partners
- Alignment with best practices during vendor rollout and future changes and expansions

Implementation	Your Imprivata project manager will work with your team to define your business goals and implement the solution – managing the process from initial kick-off to go-live.
Vendor onboarding	An Onboarding Specialist will onboard your vendors and walk you through best practices for prioritizing vendors during rollout and communicating the change.
Ongoing administration and training	The Imprivata team will take on the responsibility of remote administration tasks including custom reporting, routine health checks, product upgrades, support case escalation, and response to vulnerability scans. We will ensure your administrators are trained on using the solution and managing vendor access.
Ad-hoc projects	Your Imprivata Managed Services team will assist with individual ad-hoc projects including server migrations, DNS changes, bulk data imports, database updates, and environment merges.



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](http://www.imprivata.com)

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