

Imprivata Mobile Management Services

Today more than ever, organizations are challenged with implementing mobile technologies that reduce complexity and drive efficiency for their providers and their patients. To address this evolving challenge, Imprivata has developed Mobile Access and Control (formerly GroundControl), the only solution that facilitates mobile device provisioning and identity and access management for devices and users.

Taking this further, Imprivata designed Mobile Management Services to support your Mobile Access and Control (MAC) 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 Management Services from Imprivata quickly become an integral part of your mobile strategy.

Proactive value

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

- Want to expedite and maximize the automation potential of your MAC solutions quickly, and increase your total ROI through widespread and sustained user adoption
- Face IT resource constraints, yet must manage enterprise-level change at increasing frequency or complexity
- Integrate MAC 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

Benefits of Mobile Management Services

- Establish faster time to value and a strong foundation for success with expert implementation services for your Imprivata Mobile solutions
- 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



Trusted and tested expertise

The Imprivata Mobile Management team has thousands of hours of expertise in managing Imprivata solutions. Their experience partnering with organizations across industries and integrating Imprivata into their most complex and mission-critical workflows makes them an asset to IT teams that are focused on efficiency, precision, and provider satisfaction.

Focus area	Responsibility
Implementation services	Establishes and tests API connections to your MDM solution via the MAC console.
	Configures the “gold” master device, leveraging it to test and implement required device settings.
	Designs and configures the workflows and automation rules that support your organization’s mobile mission.
	Project management plans and organizes MAC enterprise deployment.
	Mobile workflow specialists identify key workflow requirements, support end user workflow, and drive process improvements.
	Onsite deployment support ensures hardware and end users are prepared for deployment and user adoption during deployment.
Direct administration of Imprivata Mobile systems	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, testing, and implementation work required.
	Reviews change requests weekly for potential impact to MAC 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.

Focus area	Responsibility
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 implementing 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 MAC 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 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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