

# Imprivata Technical Architecture Management

## Benefits of Technical Architecture Management services

- Own and manage issue escalations, communications, and post-resolution reporting
- Guide the planning, testing, and path-to-production activities for upgrades and migrations, including on-call availability during cutover
- Actively monitor and plan for implementation of product enhancements fitting your organization's unique needs
- Reduce operational risks associated with change management

Imprivata solutions integrate with a broad range of technologies in healthcare. To drive a holistic IT strategy, reduce operational risk, and limit potential disruptions, including those caused by periodic updates and infrastructure changes, IT teams require dependable vendor teams with extensive knowledge of healthcare, technology, and the Imprivata solutions critical to their security and provider workflows.

The Imprivata Technical Architecture Management (TAM) team is comprised of technical experts that take a proactive role in the success of your IT strategy. When your organization is empowered with Imprivata TAM services, you unlock the potential of your IT investments and gain architects that take initiative to ensure the security, compliance, and efficiency needs of your organization and providers.

## Accountability and simplicity

The Imprivata TAM team is accountable for being proactive, driving simplicity, and taking direct ownership of technical matters that can be complex and interconnected. Your organization should consider TAM services if you:

- Manage upgrades to Imprivata solutions and cannot afford costly disruptions in production
- Face enterprise-level change at increasing frequency or across increasingly complex environments
- Need one accountable owner to oversee and manage Imprivata support cases or escalations
- Desire advocates from within Imprivata that can plan for your organization's highest-value product enhancements
- Want experienced resources that are self-sufficient and prescriptive with regular ongoing communications
- Need your technology investments to remain stable and current while delivering efficient clinical workflows to your providers

## Trusted healthcare IT expertise

Imprivata TAM staff bring deep technical and healthcare experience across a broad spectrum of customer organizations and architectural, environmental, and workflow variations. The Imprivata TAM team puts their knowledge and experience to work for you.



### About Imprivata

Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare’s unique workflow, security, and compliance challenges.

### For further information please contact us at

1 781 674 2700  
or visit us online at  
[www.imprivata.com](http://www.imprivata.com)

### Offices in

Lexington, MA USA  
Uxbridge, UK  
Melbourne, Australia  
Nuremberg, Germany  
The Hague, Netherlands

Focus area	Responsibility
<b>Escalation management</b>	Create customer support cases on behalf of the customer and follow up with status reports on each case on a weekly basis.
	Automatically escalate issues based on agreed upon thresholds regarding case status, priority, age, etc. Summarize status, outcomes, and next steps following escalations.
	Act as the single point of contact and owner of escalations.
<b>Guidance during product upgrades</b>	Provide technical knowledge and project management support.
	Creates a project plan for pre-upgrade testing and production cutover.
	Respond to calls from customer staff for assistance during critical production cutover events.
<b>Product advocacy</b>	Monitor advance-notice internal release documentation and alert the customer to product enhancements that benefit their unique needs or objectives.
	Develop project and communication plans for implementing new features.
	Facilitate engagement with Imprivata development team for controlled availability and beta programs, and to provide advanced insight into product roadmap.
<b>Change management for system architecture</b>	Continuously monitor change requests.
	Participate in change management meetings, highlight potential risks to Imprivata functionality, and recommend changes.
	Ensure long-term adherence to reference architecture best practices.
	Join customer teams tasked with resolving issues resulting from environmental changes.
<b>Onsite technical assessment</b>	Collaborates with your staff in strategic or tactical planning efforts.
	Facilitate annual (or 30-day post-live) technical checkup.
	Develop strategies to drive environmental or architectural optimization and document any relevant decisions, identified risks, key assumptions, and timeline estimates.
<b>Architectural relationship management</b>	Provide direct support for testing and troubleshooting. Document technical findings and recommendations.
	Schedule and run checkpoint calls with the customer’s technical teams (includes preparation and completion of action items needed).
<b>Architectural relationship management</b>	Serve as the customer’s single point of contact for supportability review.