imprivata®

2023 Best in KLAS report: Imprivata ranked #1 in the identity management category

In the 2023 Best in KLAS: Software & Services report, Imprivata is ranked #1 in the identity and access management (IAM) category, with high scores across all areas of evaluation for the Imprivata suite of single sign-on, multifactor authentication, and identity management solutions. Imprivata Identity Governance scored higher than any other identity vendor and has won the Best in KLAS award for 2023.

BEST IN KLAS®
IDENTITY MANAGEMENT
2023

Imprivata
Overall KLAS Score*

83.7

*Average customer rating across 0 measured solution on a 1 to 100 rating scale. See Details
Live score as of 2/7/2023

Insights by **KLAS** RESEARCH

The Imprivata suite of identity and access management solutions manages and secures millions of trusted digital identities across healthcare's hyper-complex environment. More than 3,000 healthcare organizations globally rely on Imprivata for:

- Fast, secure, badge-tap access to desktops, shared workstations, medical devices, and shared mobile devices

- Single sign-on to web, on-prem, and mobile applications

- Privileged access management to secure and protect privileged accounts

- Multifactor authentication to keep all enterprise and clinical authentication workflows (including EPCS) secure but seamless

- Identity governance to deliver enterprise identity management, including user provisioning and de-provisioning

- Risk analytics to gain visibility into risky behavior to protect patient privacy and help prevent drug diversion

> " Imprivata has other platforms that allow us to build a larger platform all under one roof rather than providing point products. That is our biggest pro with Imprivata. "
>
> **– CISO**

The Imprivata suite is the highest-ranking IAM solution across the six areas KLAS evaluates: Culture, Loyalty, Operations, Product, Relationship, and Value. Specifically, 100% of Imprivata customers that KLAS spoke with consider Imprivata part of their long-term plans, and 96.4% said they would buy the solution again.

Imprivata is also the highest-ranked vendor in Identity Management (a sub-category of IAM) with its Imprivata Identity Governance solution, with an overall performance score of 83.5.

Imprivata Identity Governance provides a policy-based approach to simplify and accelerate secure role-based and least privileged access to systems and applications. The solution simplifies and streamlines the entire user lifecycle, improves auditing processes, and delivers on-demand analytics for faster threat evaluation and remediation.

> **" The benefits of broadly using Imprivata's software are that it is fast and affordable, it works, and we have only one vendor relationship to manage. The product works and does what it is supposed to do. It is cost effective. "**
>
> **— Manager**

Our identity governance and compliance management solution provide fast, secure role-based access to systems and offers capabilities such as automated provisioning and de-provisioning, standards-based integrations, custom integrations, access request management, entitlement management, password management, and detailed event logging in the most efficient and secure way possible. The solution allows organizations to:

- Provide fast and efficient access
- Role-based access control (RBAC)
- Govern the identity and access lifecycle
- Reduces the burden on IT
- Reduces IT costs
- Reduce human errors
- Secure access and prevent access creep
- Remove the risk associated with insider threat
- Gain control and visibility with detailed event logging, analysis, and reporting

Imprivata is the most often selected IAM vendor by healthcare provider organizations

Winning Best in KLAS for 2023 further solidifies Imprivata as healthcare's IAM market leader. In its Decisions Insight: Identity and Access Management 2023 report, KLAS finds that the Imprivata IAM Suite is stable, easy-to-use product suite that drives efficient clinical workflows.
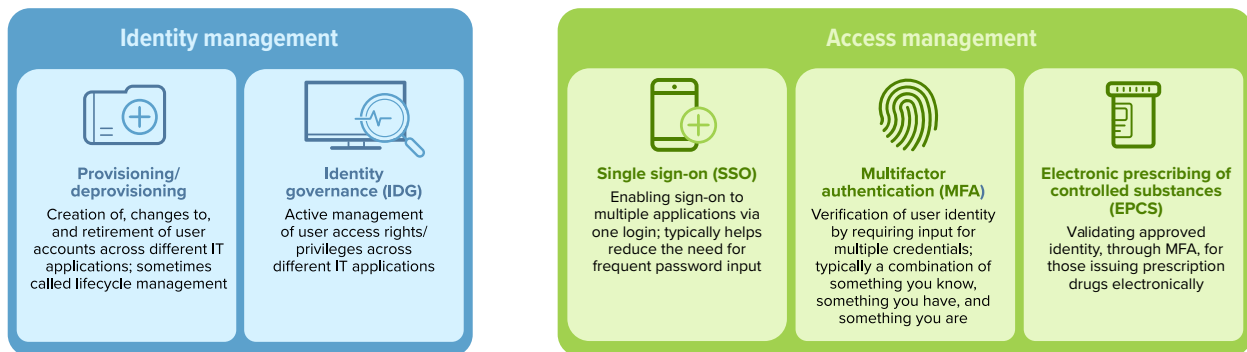
As part of this research, KLAS validated more new contracts with Imprivata than any other IAM vendor, and among organizations making an IAM purchase, Imprivata was selected twice as frequently than any other vendor.

"Imprivata's track record of customer success has been a key driver for the early deep adopters of the vendor's digital identity platform. All respondents who shared their organization's motivations for going deep with Imprivata cite prior experience with the vendor as a decision factor, and nearly all report a high level of partnership as the biggest benefit. Deep adopters receive a high level of involvement from Imprivata's executive leadership team and report benefits from the technology in the form of convenience for their clinicians and automation of historically manual processes."

Among the reasons why Imprivata was selected, organizations cite the company's expanded offering to include the full suite of IAM solutions. In fact, KLAS research finds that Imprivata is the only vendor that offers solutions across all capabilities defined in the KLAS Identity and Access Management Framework:

Identity management		Access management		
Provisioning/ deprovisioning	**Identity governance (IDG)**	**Single sign-on (SSO)**	**Multifactor authentication (MFA)**	**Electronic prescribing of controlled substances (EPCS)**
Creation of, changes to, and retirement of user accounts across different IT applications; sometimes called lifecycle management	Active management of user access rights/ privileges across different IT applications	Enabling sign-on to multiple applications via one login; typically helps reduce the need for frequent password input	Verification of user identity by requiring input for multiple credentials; typically a combination of something you know, something you have, and something you are	Validating approved identity, through MFA, for those issuing prescription drugs electronically

> **A good thing about Imprivata is that their roots are in healthcare. They have obviously moved more to the security side, but they have always been there to help providers and enable what providers do. Partnering with Imprivata was a win for us. Our providers have a level of trust in Imprivata that other companies on the security side may not have. We looked at a bunch of nonclinical cybersecurity companies, but those companies did too much. We needed an identity governance system so that we could interface it with our ERP system and put in logins based on titles. Other companies wanted to sell us a complete suite of products, but Imprivata just sold us what we needed. That worked out well for us.**

– CIO

According to the KLAS report, additional reasons why provider organizations select Imprivata include:

Customer partnership: Imprivata's track record of customer success has been a key driver for the early deep adopters of the vendor's digital identity platform. All respondents who shared their organization's motivations for going deep with Imprivata cite prior experience with the vendor as a deciding factor, and nearly all report a high level of partnership as the biggest benefit.

Expanded offerings: As noted, Imprivata is the only vendor that offers solutions across the entire KLAS IAM Framework, with customers purchasing solutions for identity governance, electronic prescriptions for controlled substances (EPCS), user provisioning, password management, and multifactor authentication, as well as SSO. In addition, acquisitions of GroundControl and Caradigm (and more recently, FairWarning and Xton for privileged access management and SecureLink for vendor access) have drawn interest from customers looking to add functionality.

Intrasuite Product Integration: Deep adopters of the Imprivata platform report varied experiences with integration between the vendor's various products and modules. One deep adopter scored Imprivata a 9 (out of 9) for integration (both internal and external), describing integration as a strong point for the vendor.

Learn more about Imprivata Identity Governance by requesting a demonstration.

![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
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