

# Customers share their experience with Imprivata solutions and services

## Introduction

Imprivata services ease the strain of managing mission-critical solutions at enterprise scale, enabling you to focus on your core business. Our industry experts partner with you to safeguard your digital identity investments, reducing complexity and sustaining value. People are a huge part of the success of your digital identity solutions, and Imprivata services is your best partner.

Imprivata services teams support organizations with the implementation and management of Imprivata solutions and inform and guide technical change management and strategic business planning. Our team acts as supplemental IT resources, providing hands-on support, training, and remote administration. By taking advantage of Imprivata services, all organizations, no matter the industry, see increased return on investment, reduced cyber risks and complexity, and increased end user satisfaction.

Don't just take our word for it, here's what Imprivata customers are saying.

### Renown Health

**Steven Ramirez**, Vice President and Chief Information Security Officer

“One of the major challenges, especially for regional health systems, is being able to find resources and talent capable of supporting our technology needs. Managed services can certainly help, and I've always been a big proponent of them. So when we saw that Imprivata offered managed services, we were on board!”

### NHS Foundation Trust Provider

**Mark Holland**, Healthcare Head of Technical Architecture

“Imprivata Managed Services offers ready-built, but tailored services for organizations of all shapes and sizes. That support included collaboration with an embedded team of Imprivata healthcare technology managed services experts who provided proactive, hands-on system administration and strategic guidance driven by best practices. This assistance was integral for both initial implementation of Imprivata OneSign and its ongoing support, including integrations, upgrades, and migrations.”

**NHS Foundation Trust Provider Organization**

**End User Technology Manager**

“Imprivata Managed Services helped us right from the beginning with challenges involving upgrades, configuration, setting policies, and integrating the best healthcare industry standards. They’ve been a great partner, and I know we couldn’t have accomplished as much without Imprivata Managed Services support.”

**NHS Foundation Trust Provider Organization**

**IT Administrator**

“It’s great to know that they’re there for us when we need them, advising us on the best course of action[.] We looked to the managed services team to share best practices [...] and we benefited from their [...] expertise, as well as their work with other customers.”

**Fairfield Medical Center**

**IT Administrator**

“Excellent customer service! Great response time to issues and questions. Staff is very pleasant to work with.”

**The Capital Region of Denmark**

**Henning Hogh, System Consultant in Cline Platform Department**

“[Imprivata Managed Services] is [...] our voice at Imprivata. [They pass] on our needs and requests [...] and lobby on our behalf in order to get them prioritised. Managed services is a great solution for us: a dedicated resource ensuring a high technical quality, enabling us to leverage the best of Imprivata and push for changes that are relevant and important to us.”

**Hospital for Special Surgery**

**Sam Stern, Sr. Director, Technical Applications**

“[Imprivata Managed Services] have enabled us to comfortably deploy new technology without impacting the functionality of the Imprivata platform. [The team has] become a strategic partner, helping us optimize our IT resources while maximizing the full potential of our technology investments.”

**Franciscan Missionaries of Our Lady Health**

**Elizabeth Champion, Vice President and Chief Compliance Officer**

“We would not be able to function without [Imprivata Managed Services]. It’s an integrated part of our team. [With] the number of alerts that we get, there is no way that one single fulltime employee could manage it. It’s just not something I would ever want to be without.”

**Ardent Health Services**

**Bill Spock, Assistant Vice President**

“We entered [December] with no solution in place [and] opted to use the managed services and turn that around functionally in three weeks. [One] thing I will say is that [...] partnering with Imprivata, it was really a very positive experience.”

**NY Medical Center**

**IT Administrator**

“ I can't monitor the number of discrepancies that are happening every day to ensure that nothing is missing so the [Imprivata Managed Services] analyst and team does that for us. The trend has been that there are fewer and fewer discrepancies. As for unresolved discrepancies, we're below 5%, which we've never been before. For an organization our size, that unbelievable. ”

**New Hanover Regional Medical Center**

**Eddie Parrish, Vice President and Chief Security Officer**

“ Every year, we've been through a different employee and what we discovered was we needed some continuity, and especially for someone that was specialized. It just made sense for us to use [Imprivata] services. It's worked really well for us because it's revealed some things even in our configuration settings that we needed to revisit and simplify. And so, I'm definitely an advocate of it. ”



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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