

# DISRUPT

END USER COMPUTING FORUM 2018

## IGEL Roadmap 2018

SOFTWARE / HARDWARE



Software

The background features a solid yellow upper section. The lower section is composed of several overlapping, semi-transparent geometric shapes in various shades of blue and teal, creating a layered, mountain-like effect.



## 4K display virtual split



## Unified communication:

- Jabra and Plantronics Headsets
- Cisco VXME 64 bit support
- Avaya / Unify integration under investigation



## Security

- Enhance Endpoint Security
- Firefox Lockdown
- Secure Boot



## UD Pocket

- New Form factors
- USB-C

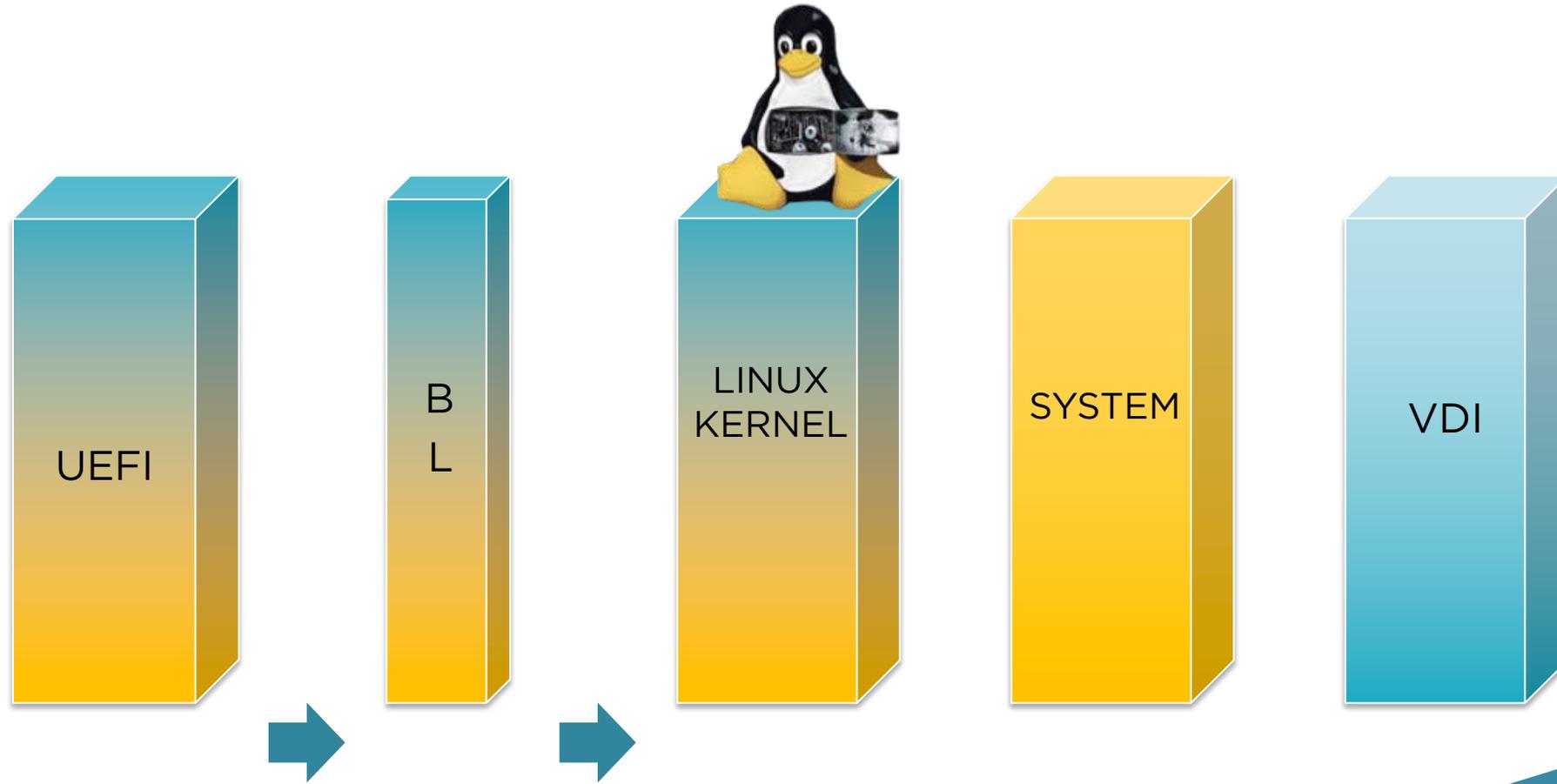


## Partner Ecosystem

- Cherry Keyboard Encryption
- Lakeside Systrack support
- Devicetrust
- PrinterLogic implementation



# Secure Boot - Mechanism



# Windows 10 IoT



## Windows 10 IoT

- **UD9** support
- UMS integrated certification distribution
- Snapshot mechanisms based on Microsoft's WIM format

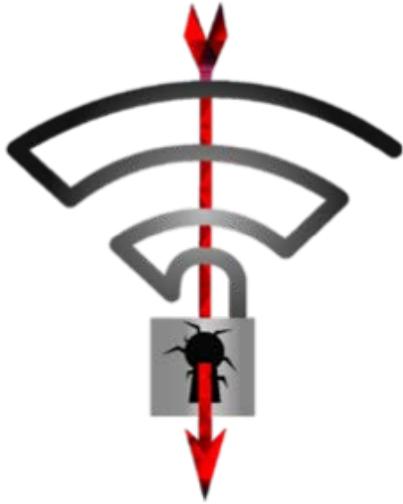
## Universal Management Agent - UMA

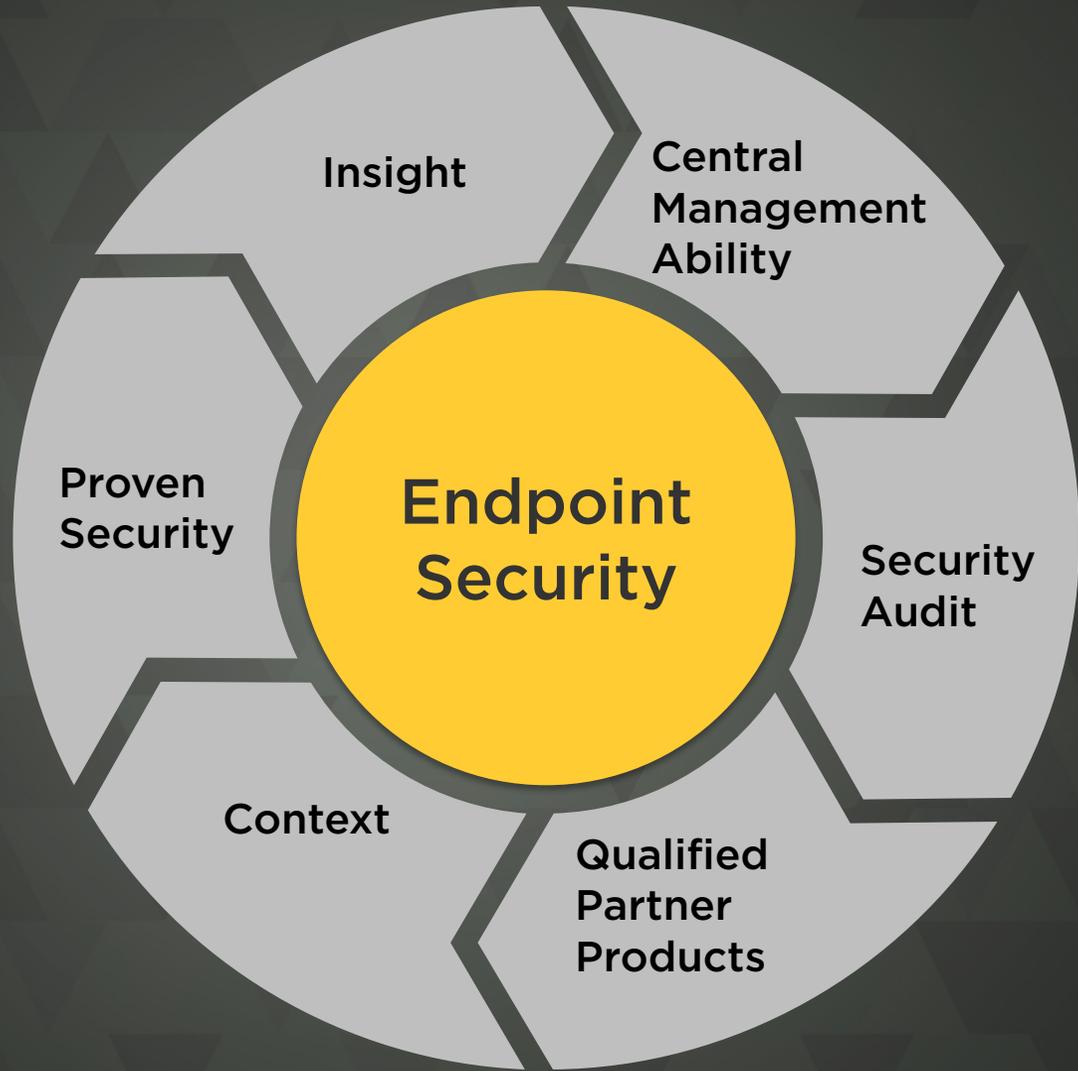
- IGEL rescue Linux available as an option
- Equip every device with a rescue OS
- Snapshot any device with WIM format

# Endpoint Security

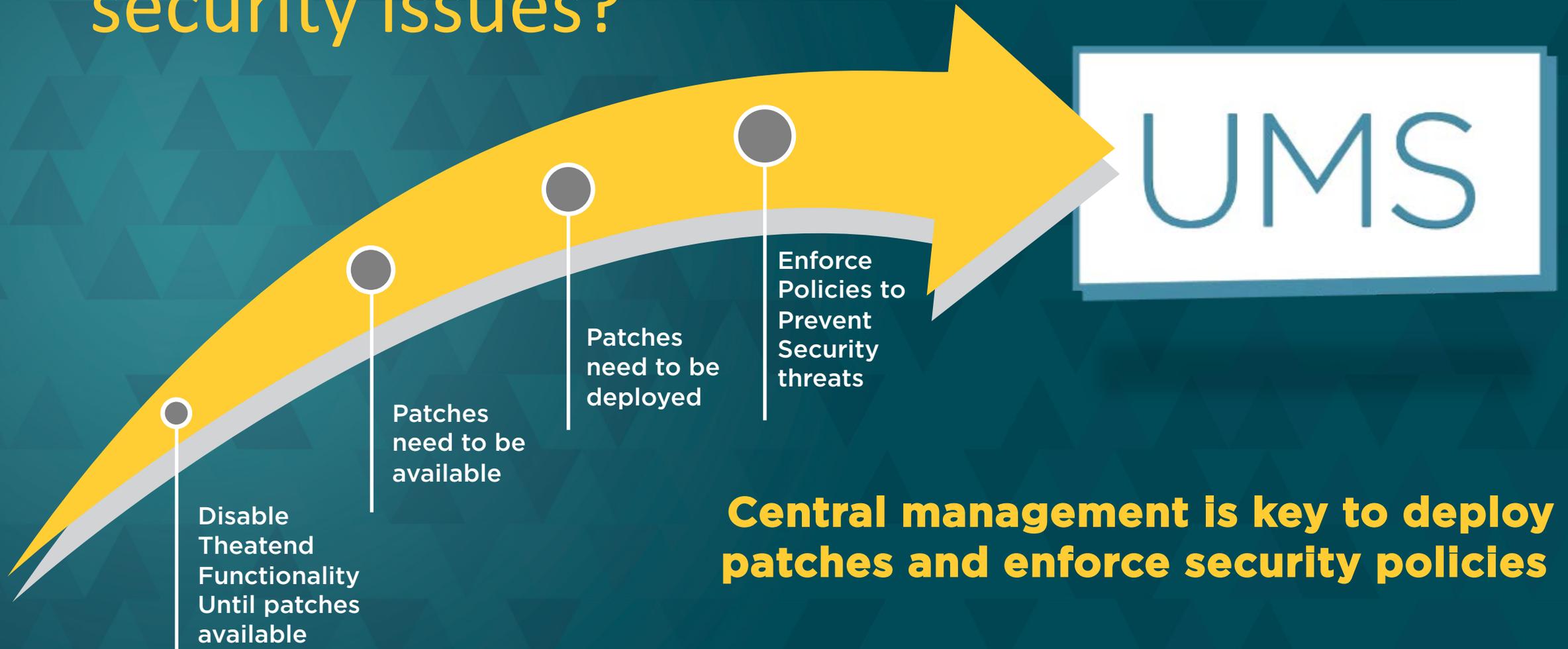
The image features a solid yellow background. In the lower portion, there are several overlapping, semi-transparent geometric shapes in various shades of blue and teal, creating a layered, abstract effect that resembles a stylized landscape or a modern graphic design element.

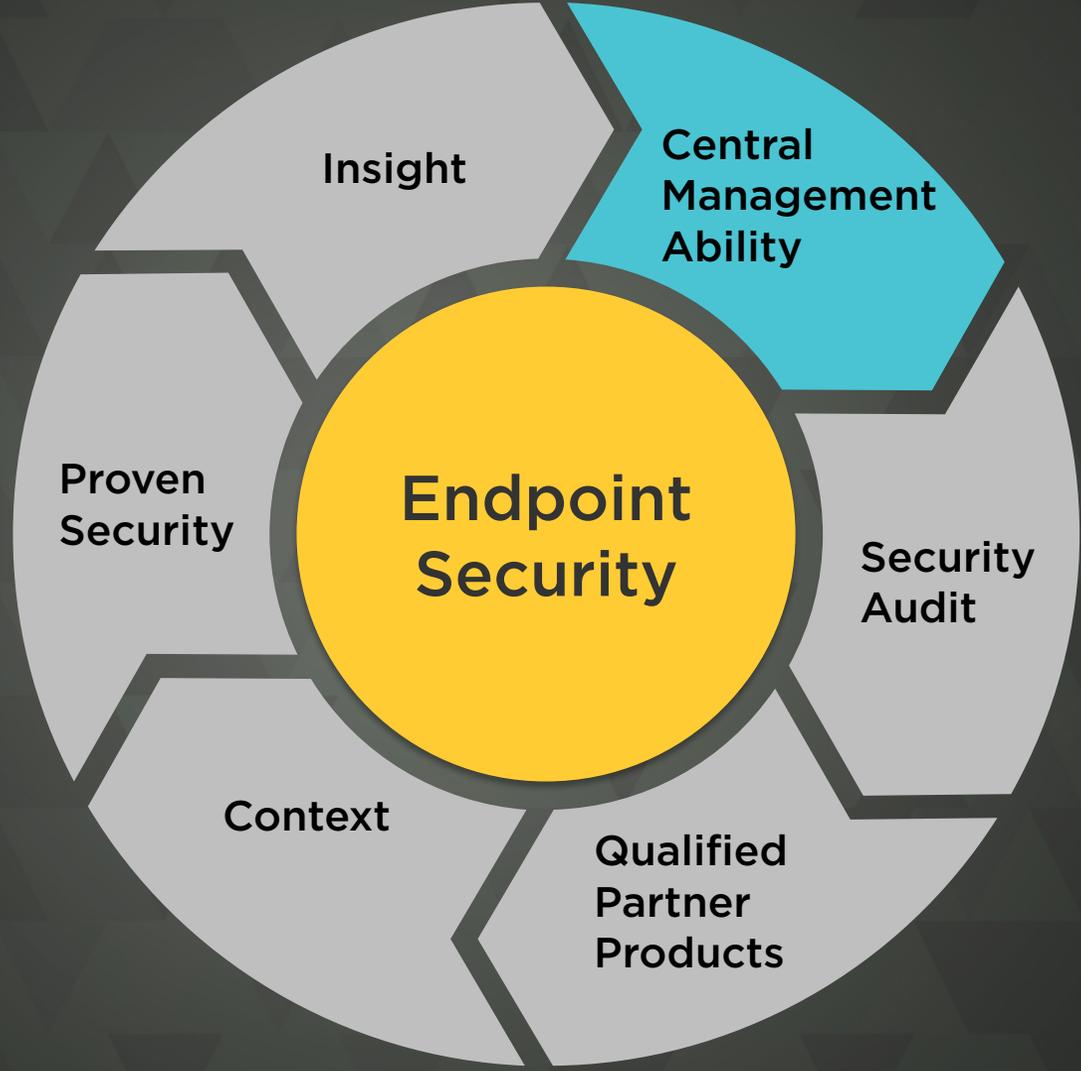
# IT business will be driven by SECURITY in 2018



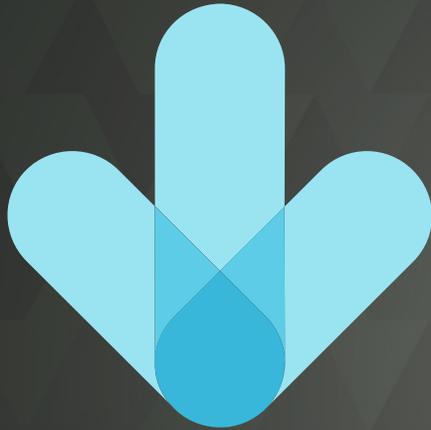


# How to mitigate the security issues?

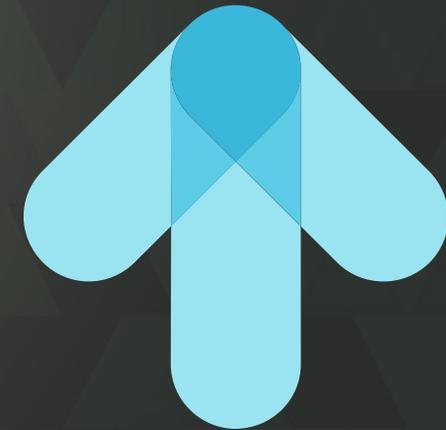




# Security audit



- Highly configurable environment
- Fast integration of new features
- Quick adoption to market requirements
- Highly distributed environments



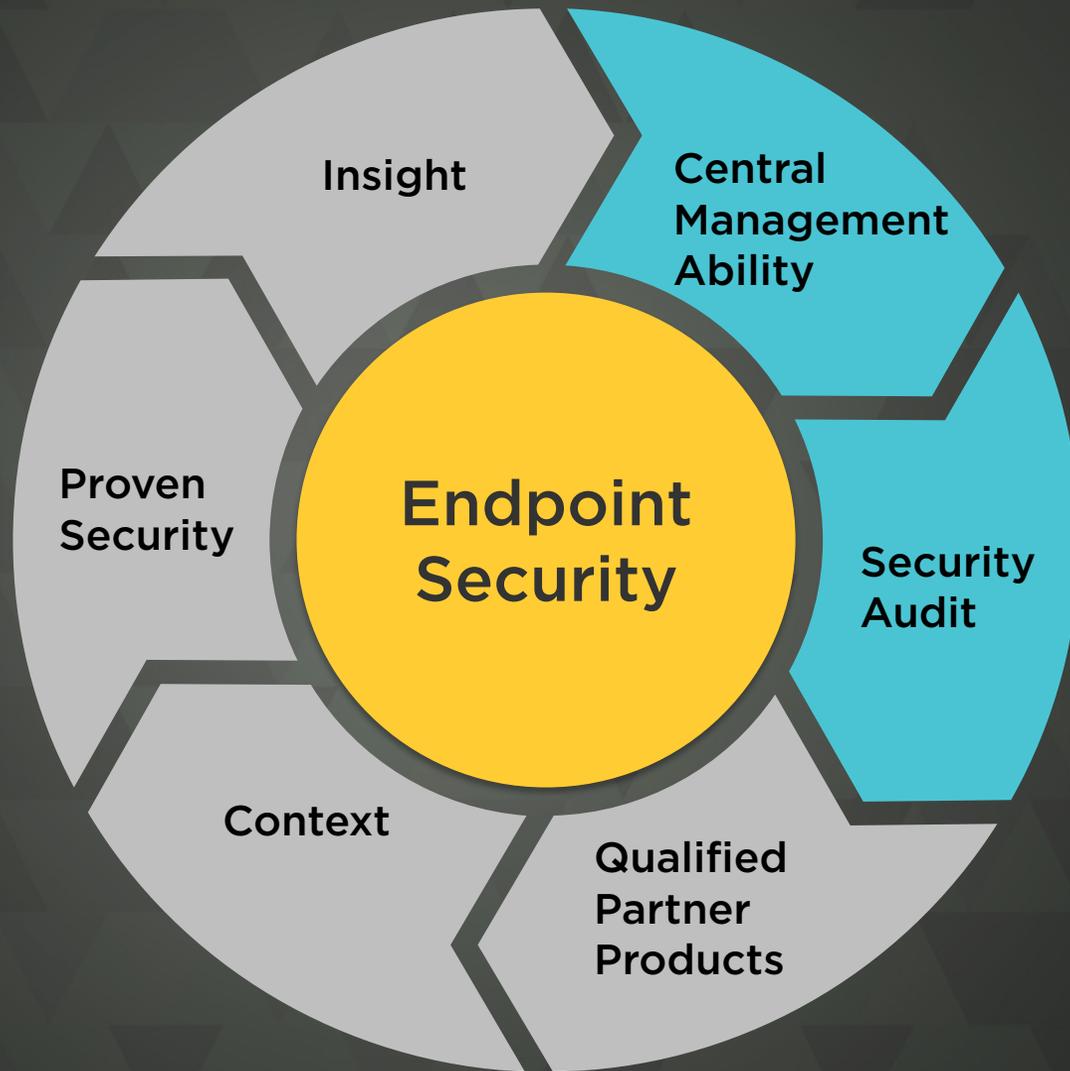
- New security threats require changes
- Current security status needs to be documented
- There is no fixed secure setup

# UMS Secure Mode

UMS needs to:

- Check current system status
- Recommend changes to increase security
- Create reports on status quo
- Trigger automatic checks on:
  - Configuration changes
  - Firmware updates

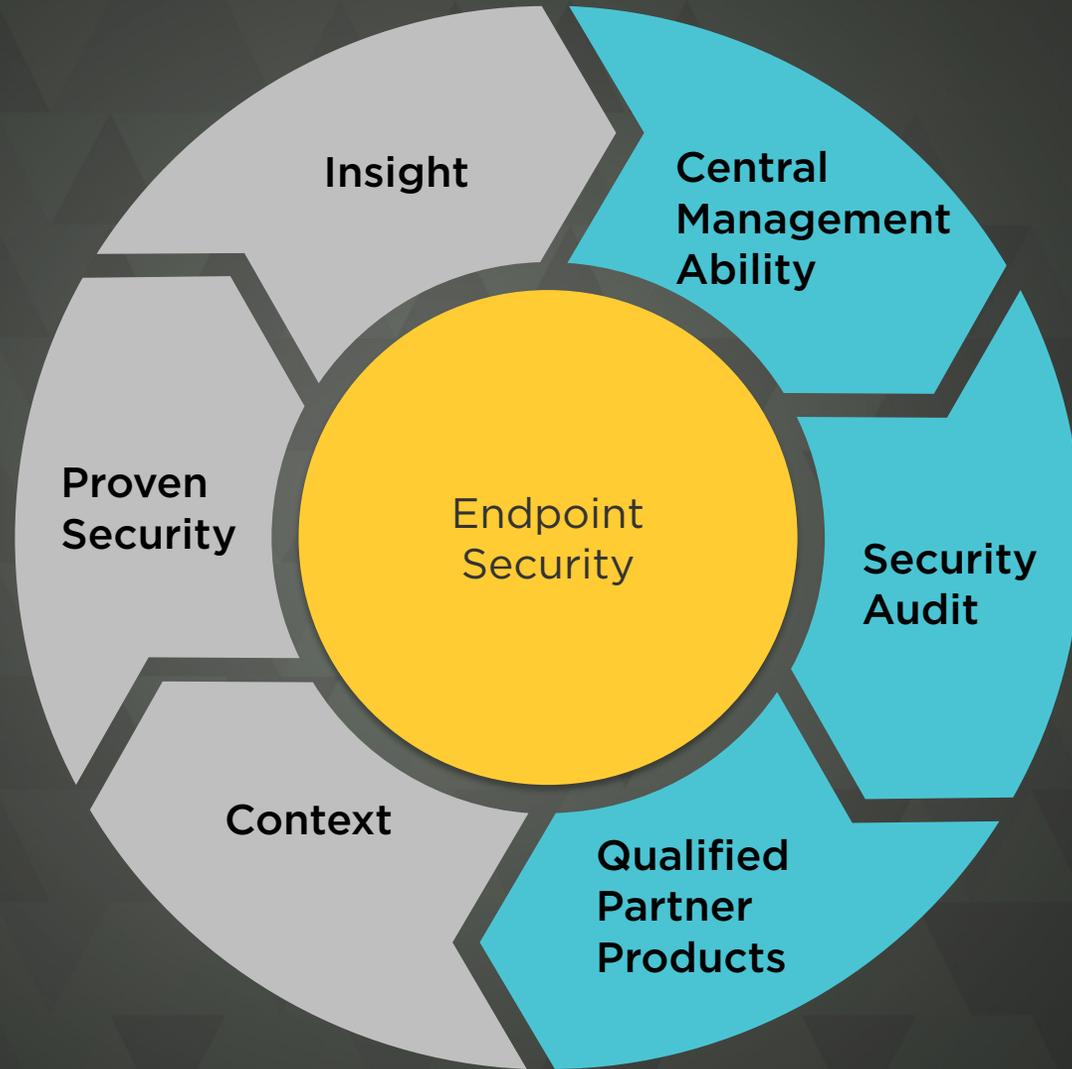




# Qualified Partner Products

- Certification program for IGEL qualified components
- Active partnership between IGEL and Technology Partner
- Solution required to be available at IGEL
- Active exchange on security challenges → quick mitigation possible
- Always up to date solution integrated
- Proven partnership visible for customers





# Contextual Configuration

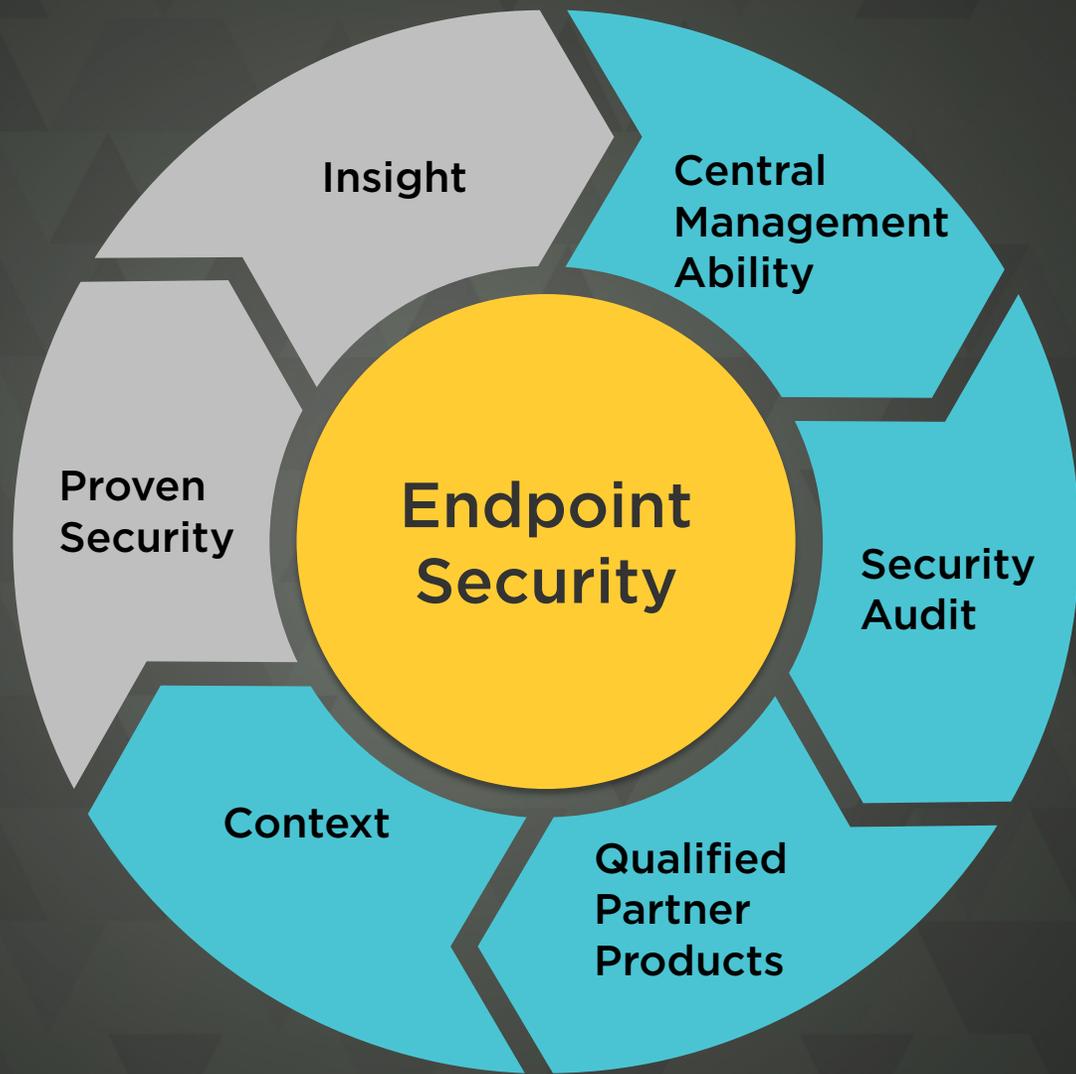


## UMS DEVICE POLICY

DEVICE

PERSONA

CONTEXT





# PROVEN Security



- Enables automatic regression tests
- Going to be implemented for:
  - IGEL OS
  - UMS ICG
- Based on CIS-Cat model



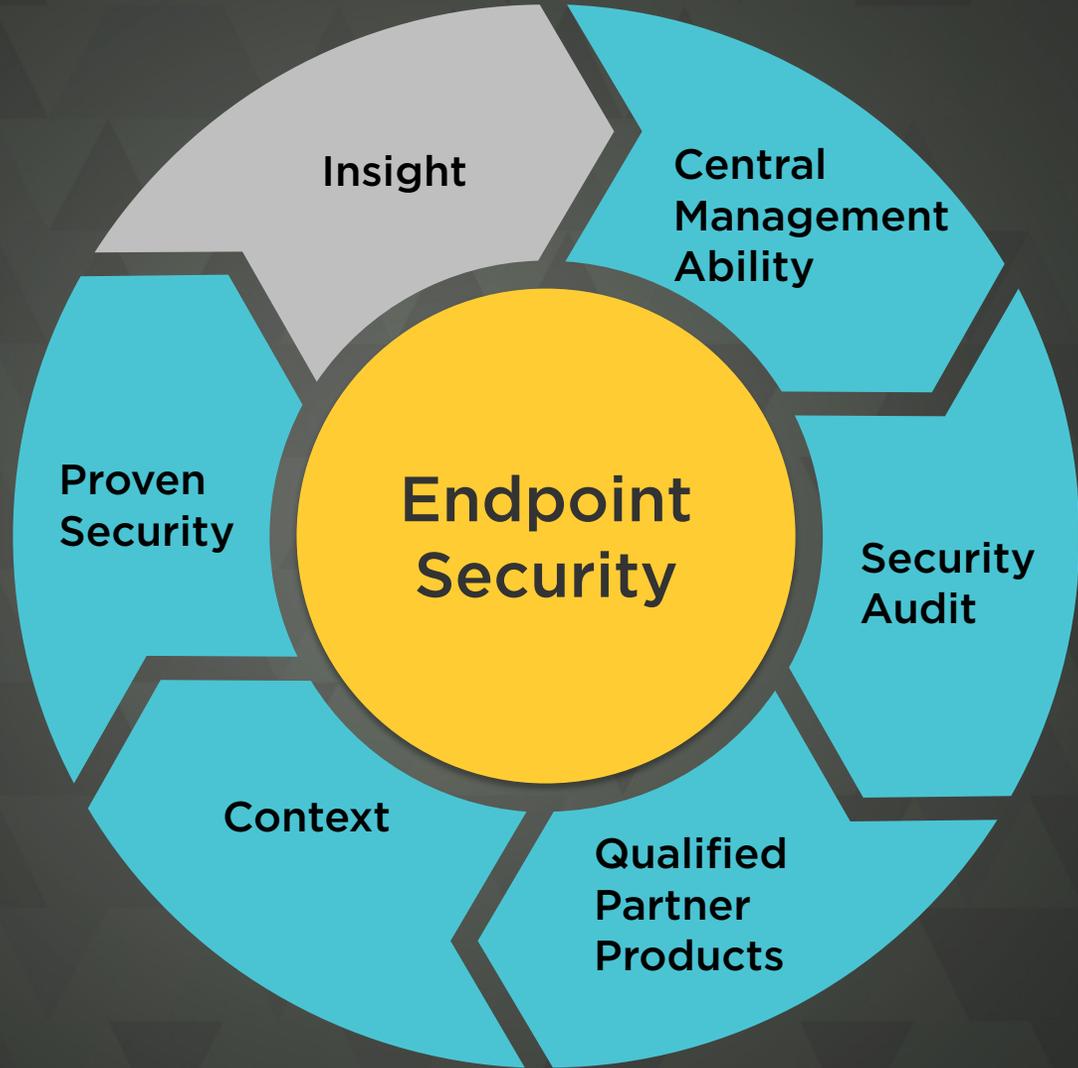
# PROVEN Security



- Qualified high profile security companies
- First Penetration Test already available for:

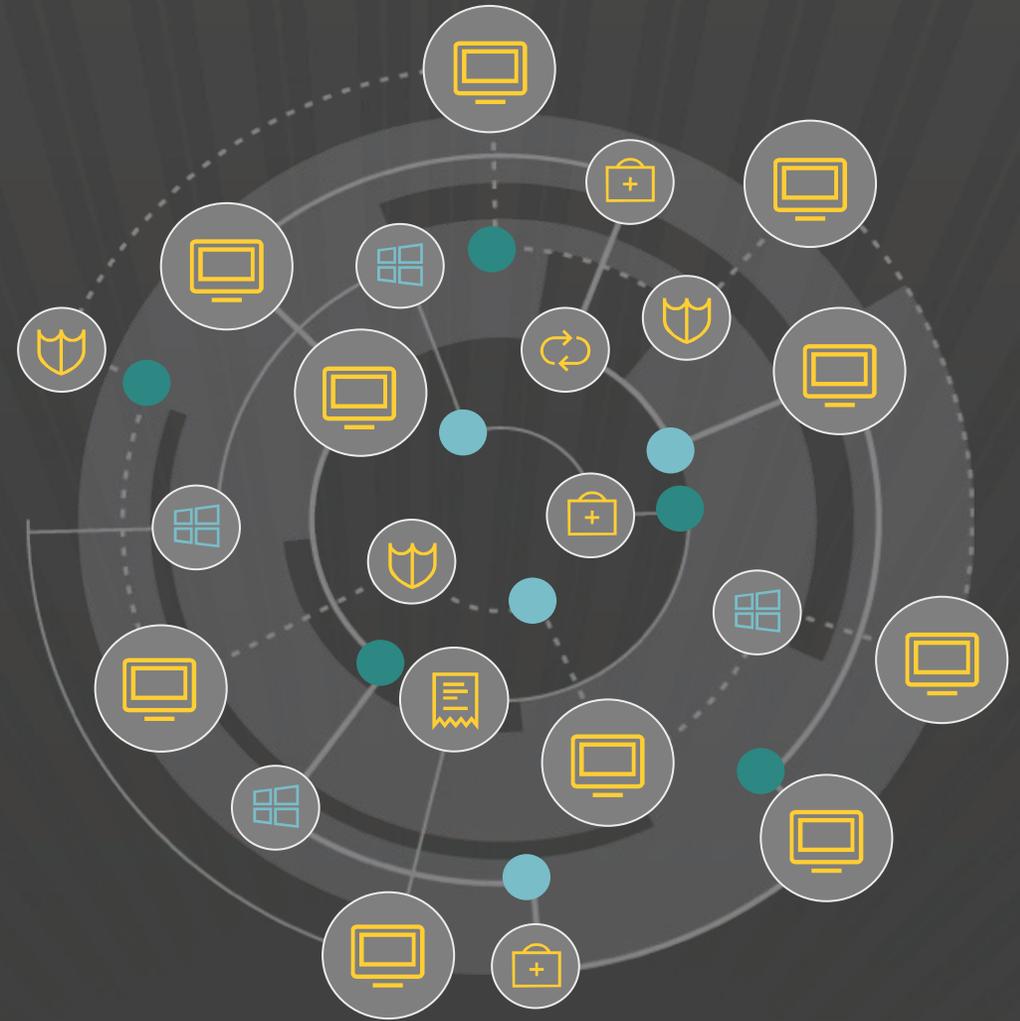


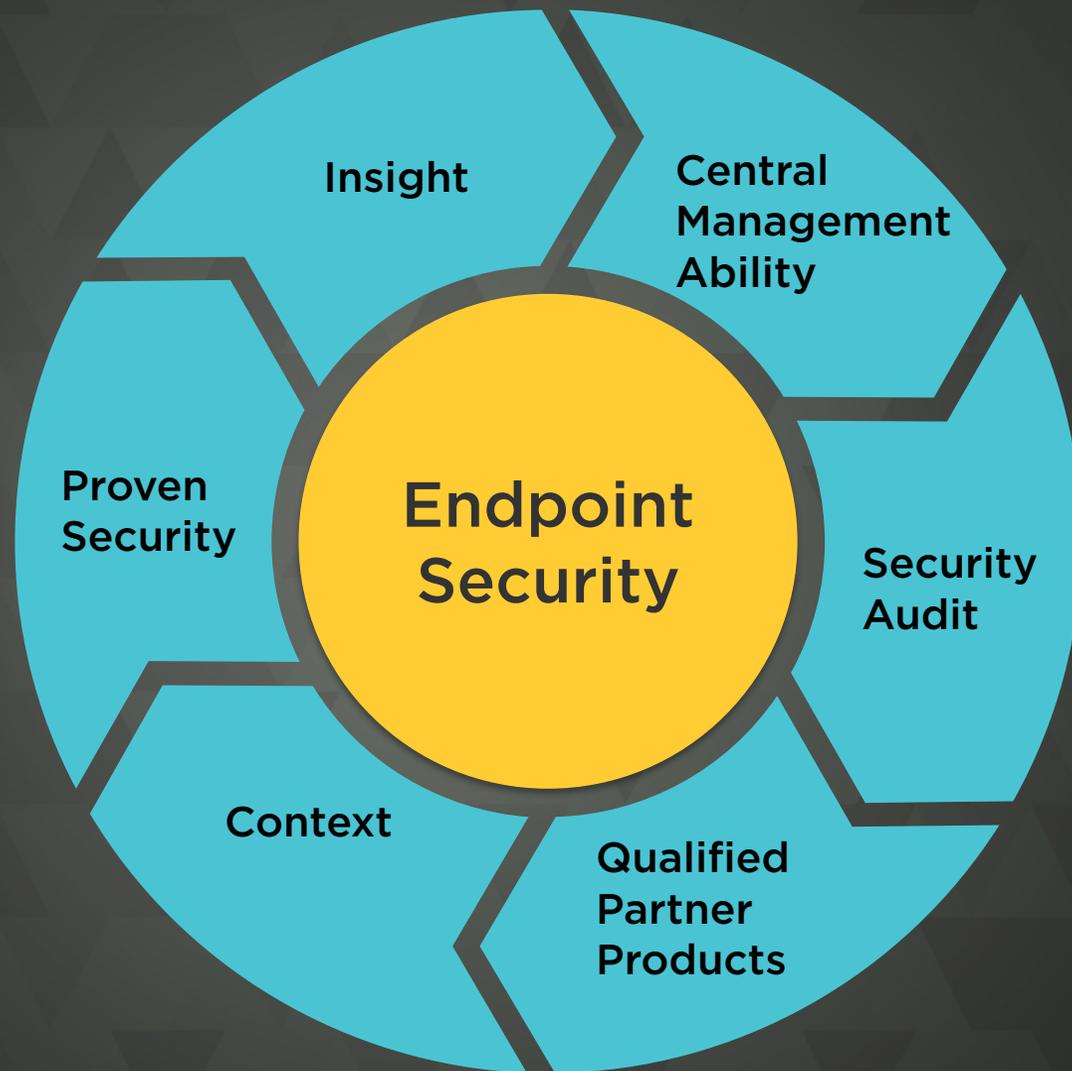
- Customers require independent reports on critical components
- Penetration test will be a permanent part of IGEL's QA



# Insight

- Increased complexity
- Detailed information required E2E
- IGEL AIT helps on endpoint peripherals
- Integrated partner solutions (Lakeside Systrack)





# MDM Essentials for UMS

# Road Warriors



- Uses a company notebook and mobile phone
  - Both contain company data
  - Have access to company network
- Exposed to numerous threat scenarios
  - unsecured Hotspots
  - Theft
  - Loss
- Notebook is managed = secure
- Mobile phone not managed = unsecure

# Enforce device policies



- Track all company's mobile assets in use
  - Bring Your Own Device
  - Chose Your Own Device
- Prevent data breach
  - Preconfigure WiFi connections
  - Disable camera while on company campus
  - Disable ports
  - Disable file transfer

# The Solution



- Easy Mobile Device Management by IGEL
- Focuses on managing devices
- Target group:
  - customers already using the UMS
  - Small and medium businesses
- Works exactly like managing thin clients

IGEL Universal Management Suite 5

System Edit Thin Clients

Server - 172.30.230.1

- IGEL Universal Management Suite 5
  - Profiles (4)
    - 3rd Party Device Profile
    - Another 3rd Party Device Profile
    - Another Standart Profile
    - Standart Profile
  - Master Profiles (1)
  - Template Keys and Groups (5)
  - Firmware Customizations (8)
  - Thin Clients (2)
    - top (2)
      - middle (1)
        - bottom (1)
          - PGK\_BCFA
          - PGK-44
        - Third party endpoints (2)
          - first (2)
            - second (2)
              - third (2)
                - ALL ICONS ARE PRELIMINARY
                - Thirt Party Endpoint
  - Shared Workplace Users
  - Views (11)
  - Jobs (1)
  - Files (5)

/Third party endpoints/first/second/third

Endpoint name

- ALL ICONS ARE PRELIMINARY
- Thirt Party Endpoint



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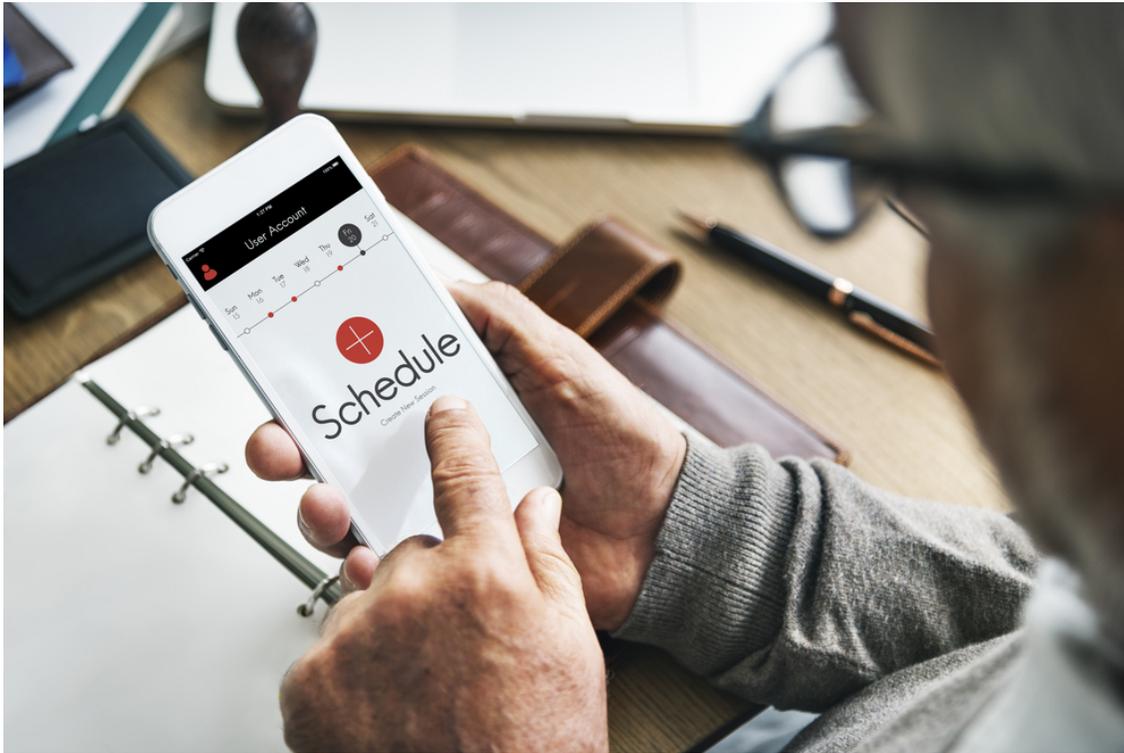
# Required IGEL Components



ICG

UMS

# Release schedule



- Release planned for 2<sup>nd</sup> quarter 2018
- Available for iOS devices first
- Beta testing planned for end of February
- Support for Samsung planned



A screenshot of the IGEL Universal Management Suite 5 web interface. The interface is displayed within a browser window titled "IGEL Universal Management Suite 5". The main content area shows a table with columns for "Displayname", "Host", and "Port". A status message at the top right indicates "Apple Push Notification Service connected". A dialog box titled "Enrollment QR-Code" is open in the center, displaying a QR code and the text "QR-Code for enrollment to the Igel Cloud Gateway 'Disrupt 2018'". The left sidebar contains a navigation menu with categories like "UMS Administration", "UMS Network", and "Global Configuration". The bottom of the browser window shows a Windows taskbar with the system tray displaying the time "10:51" and date "11.01.2018".

# Asset Inventory Tracker

The background features a solid yellow upper half and a lower half with abstract, overlapping geometric shapes in various shades of blue and yellow, creating a modern, layered effect.

# What is AIT?

- Tracks and stacks connected peripheral n the UMS:



# Security

- Check security compliance is in place for USB sticks
- Log peripherals history
- Example
  - unauthorized Usage of USB Sticks
  - Help forensics to identify devices involved in possible data breach



# Business continuity

- Quick replacement of broken devices
- Examples:
  - Signature pads at POS
  - Smartcard readers in hospitals



# Theft protection

- Track portable peripherals
- Example
  - Call center headsets
  - Bluetooth connected devices



# New functionality

## Dashboard



## Trigger



# IGEL Cloud Gateway

# Home Office use

- No touch deployment for initial setup
- Dedicated VPN solutions no longer necessary
- Problems with NAT limitations solved
- Enables AIT everywhere



# Road Warriors

- Easy self service deployment of mobile workforce device
- Manage device anywhere and anytime as long as networkd is available
- Enforce policy changes company wide



# MDM Essential for UMS

- Connects mobile device with UMS
- Manage and queue command(s) from UMS to mobile device(s)
- Informs Push Notification Service about new command(s)



# New Feature - Proxy support



- Currently only available for Firmware Downloads
- With 5.08.100:
  - IGEL Cloud Gateway
  - Automatic License Deployment

# New Feature - Secure Shadowing



- Enables helpdesk everywhere
- Same features as with traditional protocol
- ICG modification required
  - For tunneling data securely
  - Transfer data efficiently

# High availability



- Required to scale on large deployments
- Required to enable high availability scenarios
- Easy load balancing via Round-Robin
- Use of 3rd party load balancers

# Desktop as a Service

- IGEL portfolio already in good shape
- Additional clients required
- Security is key
- UDP/ UDC3 perfect fit
- UMS required to have a web interface
- Flexible licensing model required



# Licensing

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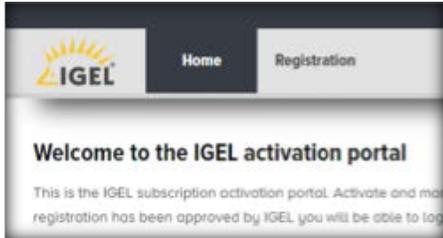
# Easy licensing of UMA, UDC3, UD Pocket



- UDC2 already provided automatic license deployment in the past
- Today:
  - UMS = Easy Management
  - Deploying licenses is a complicated process
  - Managing Licensing = Sisyphus



# The modern Sisyphus



← Activation Key

← MAC list 1  
License file 1 →

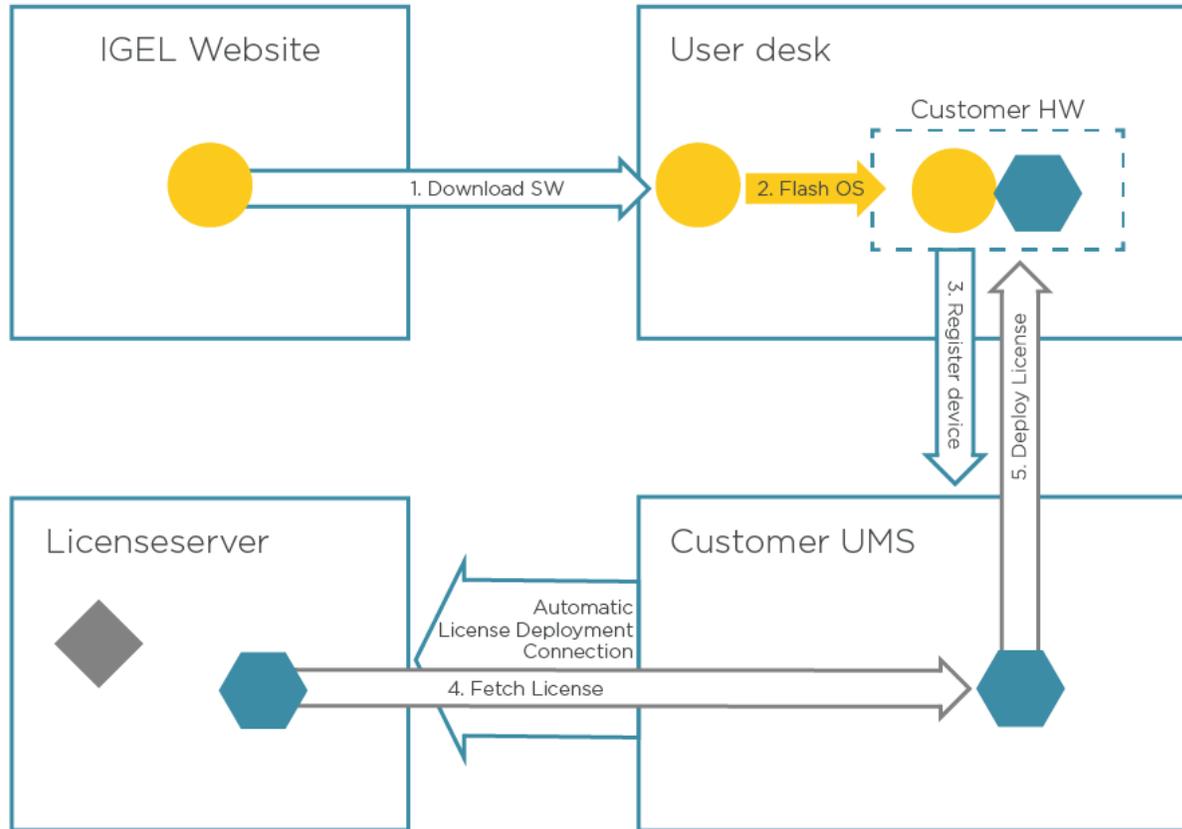
← MAC list 2  
License file 2 →

← MAC list 3  
License file 3 →

...



# Deployment Process IGEL OS



# IGELOS



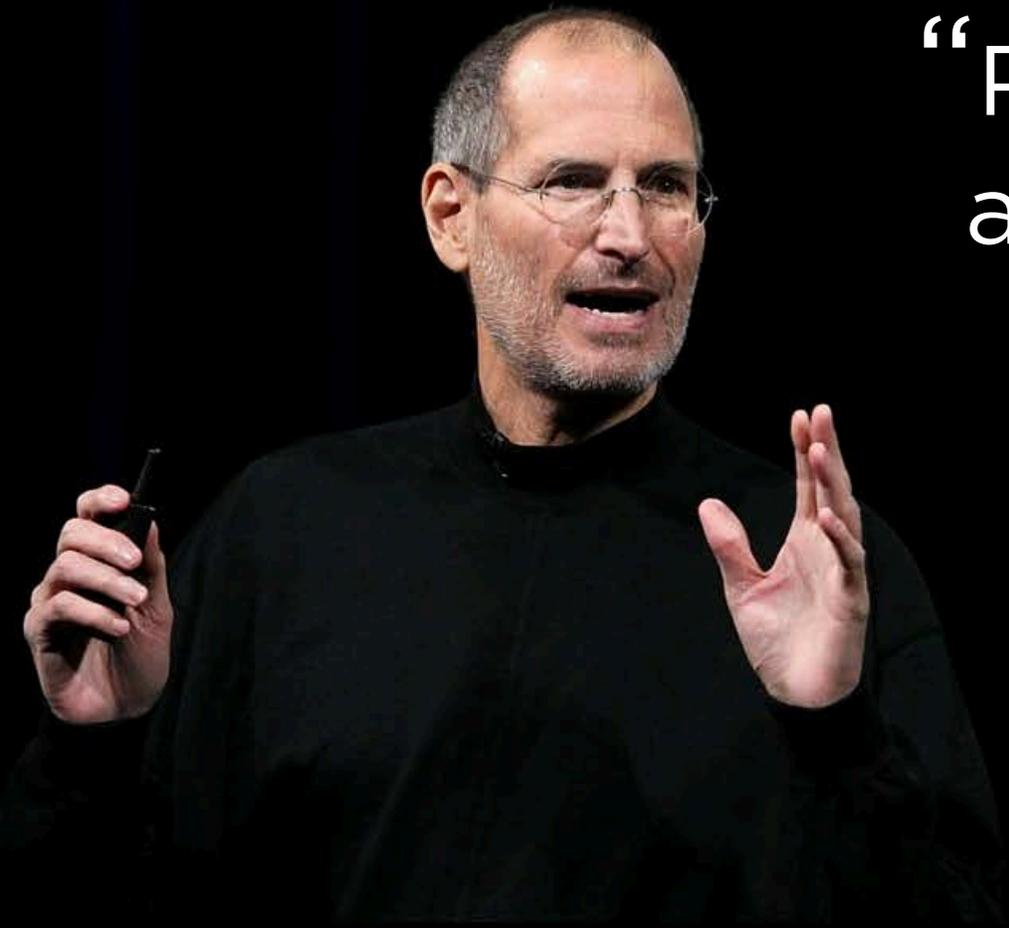
- License Portability
- Sell UMS Add-ons



IGEL SUITE

IGEL OS | ICG | IMI | UMA | AIT

Hardware



“People who are really serious about software should make their own hardware.”

- Alan Kay



## Key facts

- Increased device performance
- Meets criteria for UC certification
- Connectivity stays the same



## Specification changes

- Switch to AMD GX-424
- Quadcore 2.4 GHz CPU
- $\frac{3}{4}$  of UD5 performance

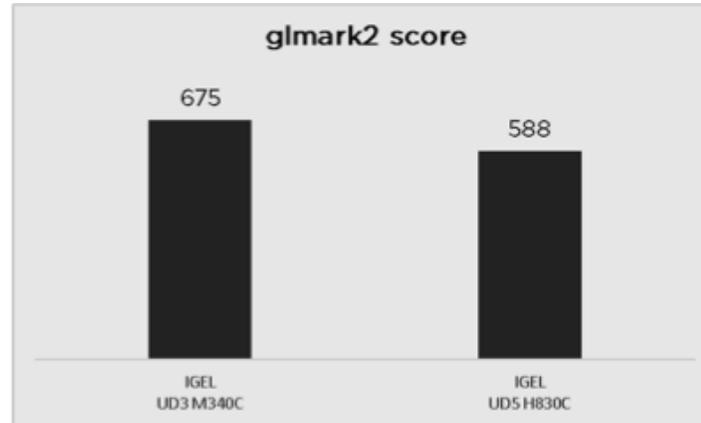
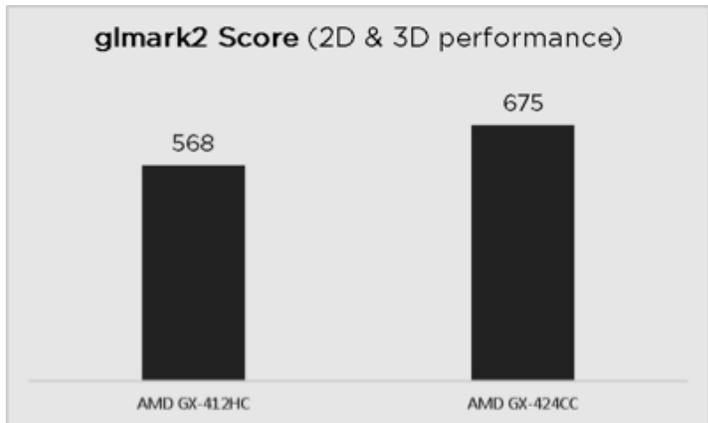
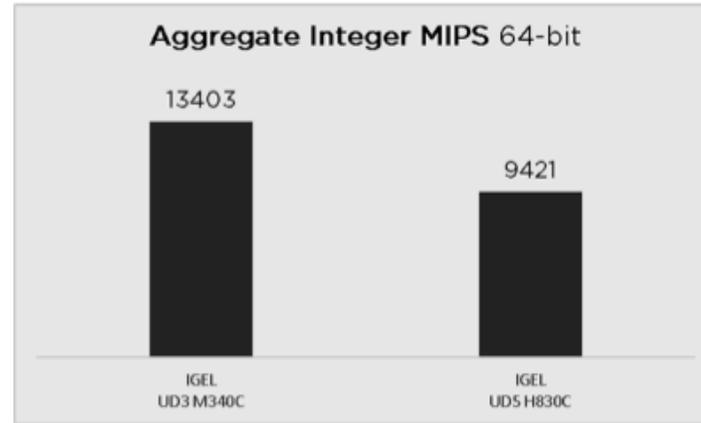
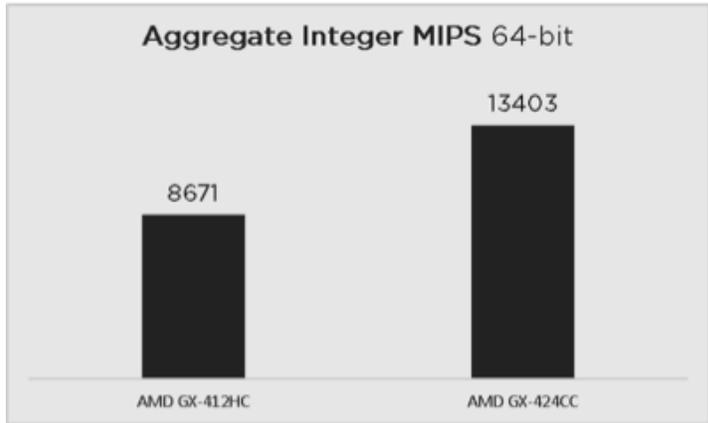


## Timeline

- Available in end of February 2018

**UD 3**

# Benchmark Results – Upcoming UD3





## Key facts

- New top performance device
- Made for:
  - High resolution graphics
  - Multiple desktop access



## Specifications

- AMD RX-216 GD DualCore 1.6 Ghz
- Radeon R5 GPU
- 2x 4K 60Hz DP, 1x 2K 60Hz DP
- Optional: 1x 2K 60Hz DP
- 2x USB 3.0 in front panel



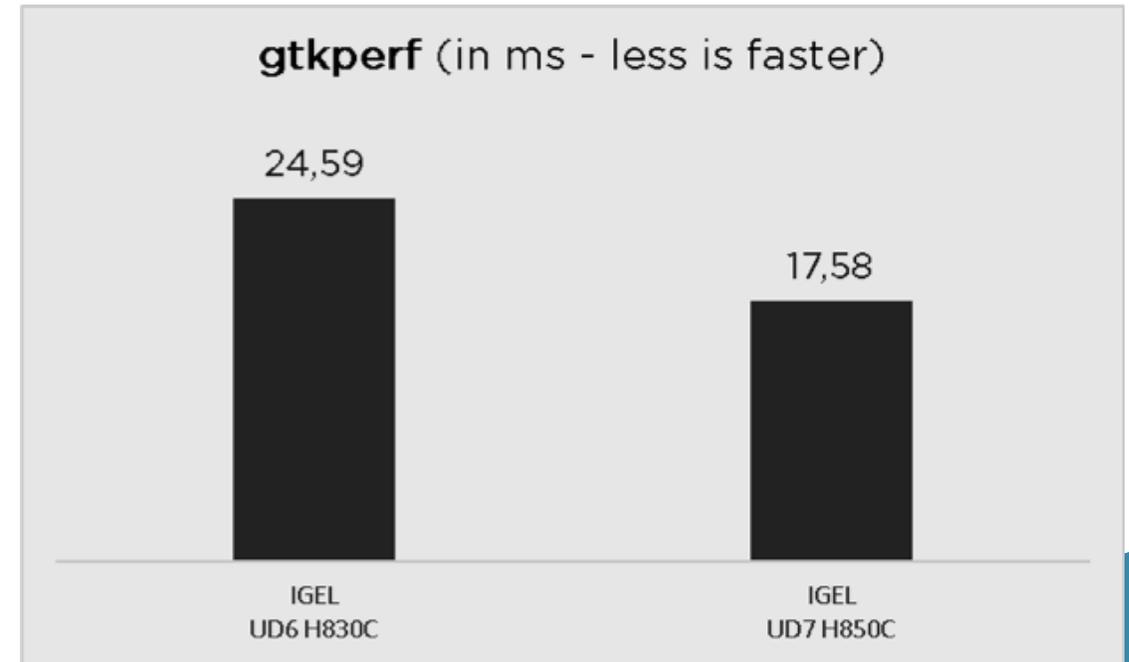
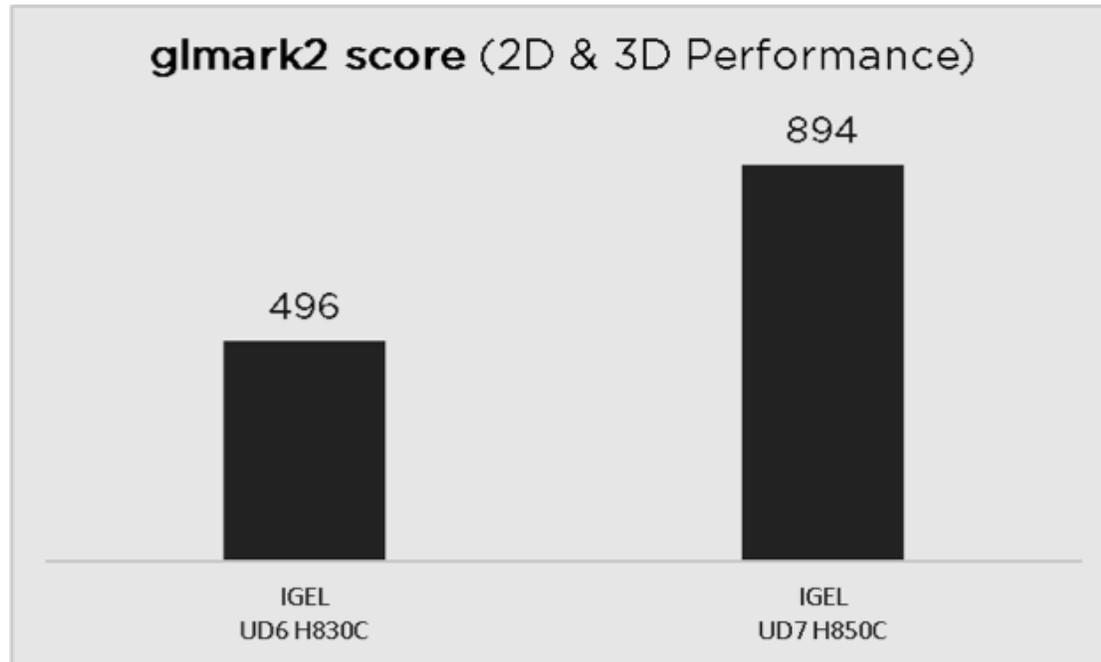
## Timeline

- Availability end of Q1/18

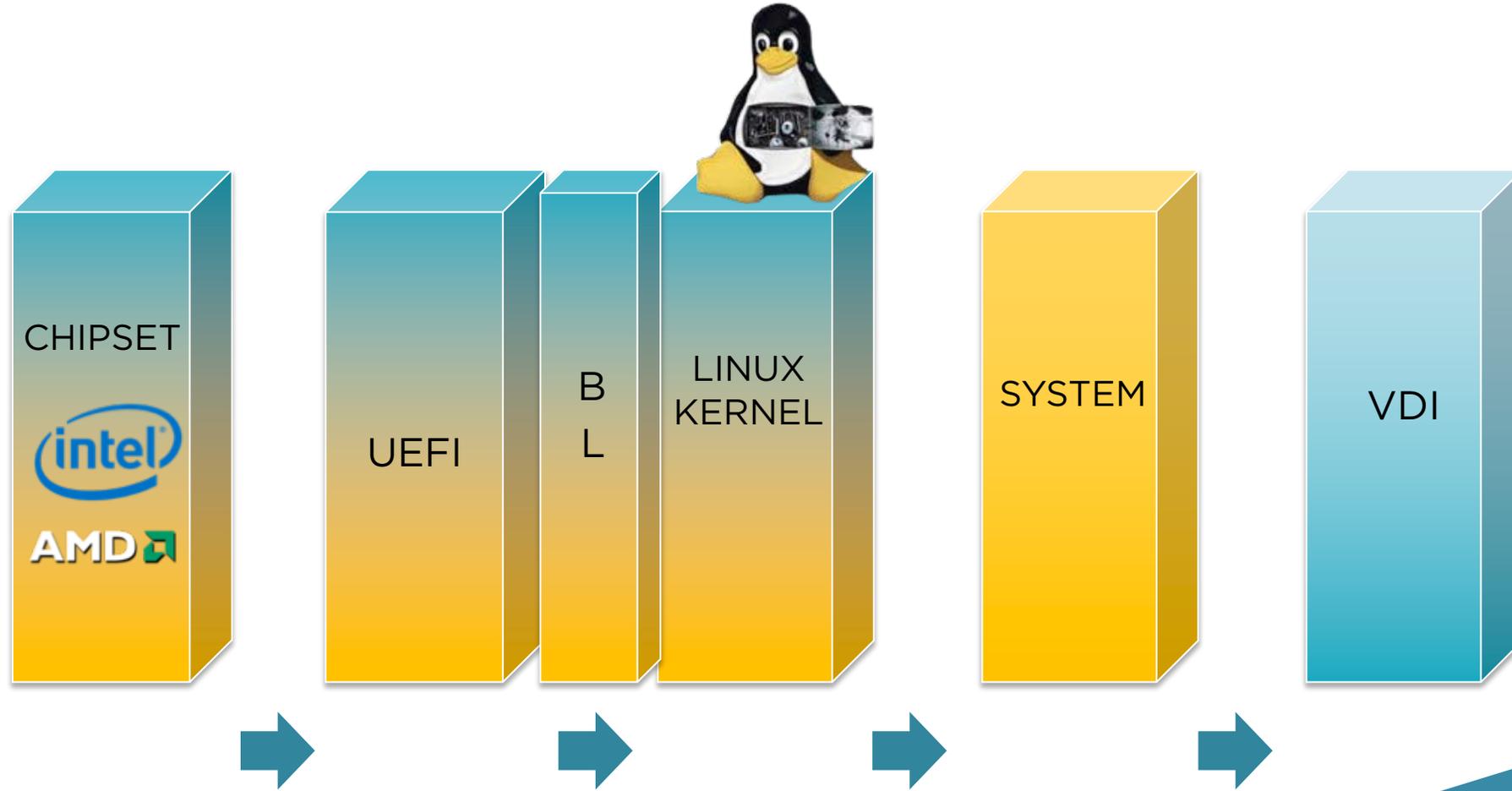


**UD 7**

# Benchmark Results – Upcoming UD7



# Hardware Secure Boot



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Thank You