IGEL Advanced Services provides three types of services:

- IGEL Consulting & Implementation services
- IGEL Technical Relationship Manager (TRM) services
- IGEL Education

IGEL Professional Services

IGEL Standard Health Check

Standard Health Check offering:

- Health check of existing IGEL implementation
  - UMS server and database
  - UMS administration
  - UMS device management
- Provide recommendations via key findings presentation and assessment deiliverable
- IGEL best practice assurance
  - To ensure IGEL environment is configured in accordance with IGEL best practices

IGEL Design Workshop

Design Workshop Package will include:

- IGEL reference architecture
  - To ensure IGEL environment is configured in accordance with IGEL best practices
  - Scalability, high availability, cloud enablement
- IGEL ROI/TCO data for the customer:
  - Why IGEL? How can IGEL help re-purpose customer existing hardware to show ROI & cost savings
  - Ease of management
  - Less headcount required to manage the infrastructure
  - Reduction in licensing cost
- Deliverable
  - IGEL design document

IGEL QuickStart

QuickStart Package will include:

- IGEL design workshop package
  - QuickStart package will include all the deliverables of the IGEL design workshop package
- IGEL deployment services
  - UMS configuration and best practices

IGEL QuickStart Enterprise

QuickStart Enterprise Package will include:

- IGEL Design Workshop package
  - QuickStart Enterprise Package will include all the deliverables of the IGEL design workshop package
- IGEL Cloud Migration:
  - Services that guide a customer from a solely on-network solution to a mobile/remote users solution via the IGEL Cloud Getaway functionality
- High availability setup
  - Up to two sites configured with HA

IGEL QuickStart Enterprise+

QuickStart Enterprise+ Package will include:

- IGEL Design Workshop package
  - QuickStart Plus Package will include all the deliverables of the IGEL design workshop package
- IGEL Quick Start Enterprise Package
  - Quick Start Plus package will include all the deliverables in the IGEL Quick Start Enterprise package
- IGEL deployment services
  - Conversion of existing x86 hardware via SCCM
  - Use of the UDC deployment appliance (optional)
- High availability setup
  - Up to four sites configured with HA
- 4 IGEL training vouchers

IGEL Phone-A-Friend

- A daily SKU offering:
  - In situations where the scope of work is outside the standard consulting services packages
  - Example use case:
    - Customers buying a few days of services for implementation or buying day(s) to perform a health check post implementation
    - Deploying additional features post implementation

IGEL ADVANCED SERVICES

IT Strategists		Product Management
Business Analysts		Education
Projects	The voice of IGEL into your business	The voice of your business into IGEL	Pro Services
Support	IGEL TRM	Support
Security		Sales

- Subscription based renewable service designed to accelerate solution adoption and return on investment for our customers on IGEL products
- Leverages best practices in end user computing

- Establishes a single point of contact for all things IGEL technical
- Works proactively with the IGEL Support, Customer
- Success, Product and Engineering teams to provide maximum ROI for our customers

IGEL | Academy

IGEL | Academy Premium

IGEL FOUNDATIONS

✓ Intro to IGEL

✓ Explanation of IGEL portfolio

Free self-paced eLearning course and exam for all IGEL users.

IGEL CERTIFIED SALES PROFESSIONAL

✓ Market Strategy

✓ ROI & Use Cases

✓ Competition

Free self-paced eLearning course & exam for all IGEL employees & partners.

IGEL CERTIFIED PROFESSIONAL

✓ Portfolio Deep Dive

✓ Basic installation & admin on UMS, IGEL OS, & Cloud Services

Free self-paced eLearning course and exam for technical-minded IGEL users.

IGEL CERTIFIED ENGINEER

✓ Installation & UMS configuration

✓ Managing endpoint devices w/UMS & Cloud Services

✓ Hands-on virtual labs & simulations

Self-paced eLearning course only available as part of IGEL Academy Premium.
*Exam and certification included!

IGEL CERTIFIED ARCHITECT

✓ Advanced HA & load balancing

✓ Advanced troubleshooting

✓ Logging

Self-paced course only available as part of IGEL Academy Premium.
*Exam and certification included!

IGEL

SKILLS & CERTIFICATIONS