



IGEL TECHNOLOGY

More than just a supplier!

PRESALES-SERVICES

- ▶ **Pre-Sales Support:** Pre-Sales Engineers support you either on site or via a hotline during the evaluation period
- ▶ **Partner Account Manager and Key Account Managers,** specialized in your individual industry needs are available for thin and zero client hardware and software consulting
- ▶ Industry-leading remote management software, **IGEL UMS**, is included
- ▶ **In-house development**
 - Continuously working on new and existing software and hardware products for you
 - Customized firmware, e.g., integration of specific clients or drivers

DELIVERY SERVICES

- ▶ **Local assembly of thin clients** in Europe, Northern America and Asia means devices are **quality controlled just before dispatch** and are promptly delivered with the very **latest firmware**
- ▶ Delivery of MAC addresses before hardware shipping enables you to **speed up the roll out**. Thin and zero client profiles can be setup and configured in advance with the remote management software UMS, resulting in fast “plug-and-play” roll outs
- ▶ **Inventory labels** or **personalized company stickers** attached to each device prior to shipment.
- ▶ **Direct shipment** to locations. Split the whole order into various direct shipments to your branch offices.
- ▶ **Fast delivery** to almost every country in the world.

“IGEL delivers much more than just Thin and Zero Client hardware and software. Our products come surrounded by a number of services that generate real value for you.”

AFTERSALES-SERVICES

- ▶ **Five year warranty** included for UD2, UD3, UD5, UD6 and **three year warranty** for UD9, UD10, IZ2, IZ3
- ▶ **Local training for customers** available for some projects. Enable your IT team to optimize roll out and administration **right from the start**.
- ▶ **Free qualified email support** from specialized IGEL thin and zero client support centres in Europe, the US, China and Singapore
- ▶ Continuous **development of firmware updates free** of charge for download
- ▶ **Three years free of charge** firmware maintenance after EoL of the thin client series
- ▶ IGEL provides **proper disposal of the old hardware** (WEEE in the EU)
- ▶ **Local repair service** / RMA in several countries (China, The Netherlands, Germany, USA)



Contact IGEL for further assistance or information: Email: info@igel.com | Web: www.igel.com

