IGEL-Briefing
March 2016
Managed Software and Hardware
Thin Clients
Agenda

• IGEL Technology
• IGEL Partner Network
• IGEL Offering
  – Software Products
  – Hardware Products
• Why IGEL Cloud / VDI Solutions?
From Past…

• Founded 1989 as IGEL GmbH in Augsburg, manufacturing Multi-Video Cards

• Manufacturing Terminals and Thin Clients since 1992/1997

• Launched worldwide first ever Linux Thin Client 1993/4

• IGEL Technology GmbH established 2001

(Part of the Melchers Group founded 1806)

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If Video is not working, please open: http://www.youtube.com/watch?v=EziQgDegd1o
…to Present

- Headquarter in Bremen (North Germany),
  Development in Augsburg (South Germany)
  Regional sales office Mainz (Germany)

- Thin Client market leader in Germany since 2006
  (28% market share according to IDC, 2015)

- Installed Base >1.85 Mio. Thin Clients
  (>250,000 installed software thin clients based on UDC)

- Employees ~ 280 worldwide

- Europe # 3 (units)
  World wide # 5 (units) # 3 (revenue/ASP)
  Linux TCs World Wide # 2
Key Business Drivers

• Desktop Virtualization, HVDs, DAAS, IAAS and Cloud Computing

• IT cost reduction requirements (TCO)

• Standardization and consolidation of applications and the IT workplace

• Demand for increased IT staff efficiency

• High security through access control via smartcard technologies

• Legal issues, compliance and Green-IT initiatives

“IGEL is a well established vendor in this market, but is a thought leader in terms of the future direction the market is taking”

Butler Group
Value Proposition

• IGEL software and hardware comes with an outstanding set of functions and connectivity

• 5 years hardware warranty and 3 years software maintenance after EOL

• Unique “UDC” software (easy PC TC conversion)

• Market leading Universal Management Suite “UMS”

• Modular firmware for Linux and MS Windows Embedded

• Well designed, extremely reliable hardware with very stable software (based on international standards)
Customer Benefits

• Optimization of the workplace IT infrastructure
• Reduction of operating and administrative costs
• Improved productivity and security at every workplace
• Increased ROI of IT investments
• Automated workplace provision at “push of the button”
• Fast, flexible and reliable roll outs
• Faster & very efficient Service Desk
IGEL & Melchers Offices

Melchers
Seoul (KP)
Taipei (TW)
Hanoi (VN), Ho Chi Minh (VN)
Manila (PH)
Singapore (SG)
Jakarta (ID)
Kuala Lumpur (MY), Penang (MY)
Bangkok (TH), Chonburi (TH)
Yangon (MM)
Colombo (LK)
Jilin (PRC), Changchun (PRC),
Dalian (PRC), Beijing (PRC),
Urumqi (PRC), Shanghai (PRC),
Wuhan (PRC), Chongqing (PRC),
Guangzhou (PRC), Hong Kong (PRC)

Cincinnati (USA)
Valley Cottage (USA)
Company Reputation

- The Best of German Mittelstand
- BITKOM
- NOMINEE 2015
- German Design Award
Go-To-Market Strategy

100% indirect = 100% Partner Business

- IGEL
- Distributor (Partner)
- Reseller (Partner)
- END USER

**Partner Account Manager**

**Key Account Manager**
(Government, Education, Healthcare, Finance, Insurance, Retail, Utilities, Automotive, Transport & Logistics, Telecommunications…, sales via IGEL Partners)

**Alliance Manager**
Sector-Orientated Solutions

- Automotive Industry
- Education & Research
- Financial Services
- Healthcare
- Charity
- Insurance
- Logistics
- Manufacturing Industry
- Public Sector
- Retail
- Services
- Utility Companies
Satisfied customers (Selection)

- ING CAR LEASE
- AkzoNobel
- Body Corporate Services
- ESH Employment Services Holdings
- YHA Australia
- Freshfield Services
- HSBC Trinkaus (Swiss) Privatbank
- midascapital
- DEUTSCHE BÖRSE GROUP
- VR LEASING
- ERGO Insurance Group
- Liverpool College
- Community College East Gippsland
- UNIversiti Pendidikan Sultan Idris
- Uppsala Universitet
- The Salvation Army
- Humboldt-Universität zu Berlin
- RIKSHOSPITALET
- South Bedfordshire
- Alameda County Medical Center
- Sky Lakes Medical Center
- Main-Kinzig-Kliniken
- UKBB Universitätss-Kinderklinik Basel
- THE IRISH DEFENCE FORCES
- sana
- Jämlands Läns Landsting
- Community Health

Norway
USA
USA

Hong Kong
Satisfied customers (Selection)

- SCANIA
- Volkswagen
- Mercedes
- GM
- Athlon Car Lease
- CxAuto
- Post
- Nippon Express
- Parcel Force Worldwide
- DHL
- Kerry Logistics
- Lamprecht Transport
- Exel
- Origin
- heiß
- Swissport
- Sun Health
- ATU
- Pearle
- TiresLesSchwag
- Chico’s
- Checker
- Mark’s Work Wearhouse
- Hotelplan
- Coop
- Brooks-Pri Automation
- Lenscrafters
- Gustavsberg
- Randstad
Enduser – Services & Support

- Product Registration / Warranty
- Frequently Asked Questions (FAQs)
- How to ...?
- Webinars
- Downloads
- External Support Links
- RMA Request
- Service & Support Login
- IGEL Services
Supporting Worldwide >3,500 Channel Partner

- Company & Product Brochures
- Data Sheets
- White Paper & Studies
- Case Studies
- Software
- User Guides & Manuals
- Webinars
- Videos
- Photos & Image Archive
- Partner Program
IGEL is available via >1.400 trained AIPs*

*Authorized IGEL Partners

**Americas**
1 Argentina
2 Bolivia
3 Canada
4 Chile
5 Colombia
6 Mexico
7 Panama
8 USA

**APAC**
9 Australia
10 China
11 India
12 Malaysia
13 Nepal
14 New Zealand
15 Philippines
16 Singapore
17 Sri Lanka
18 Taiwan
19 United Arab Emirates
IGEL is available via >1,400 trained AIPs*

EMEA
20 Austria  
21 Belgium  
22 Denmark  
23 Finland  
24 France  
25 Germany  
26 Ireland  
27 Italy  
28 Luxembourg  
29 Malta  
30 Morocco  
31 Netherlands  
32 Norway  
33 Portugal  
34 Reunion  
35 Spain  
36 Sweden  
37 Switzerland  
38 Tunisia  
39 United Kingdom

CEE
40 Croatia  
41 Czech Republic  
42 Estonia  
43 Greece  
44 Hungary  
45 Lithuania  
46 Poland  
47 Romania  
48 Russia  
49 Serbia  
50 Slovakia  
51 Turkey

*Authorized IGEL Partners
IGEL Manufacturing & Assembling Facilities

1 Xiamen, China (Worldwide and APAC)
2 Bremen, Germany (EMEA)
3 Cincinnati, Ohio, USA (AMERICAS)
Technology Partner – Key Business Drivers

Supported Server Infrastructures
- Accessing Web Services
- Access to Server-based Applications
- Access to virtual Desktops
- Access to Legacy Host Applications

Peripheral Support
- Print Solutions
- Digital Dictation
- DVI and Multiview
- Signature pads – handwritten e-signatures

Security Solutions
- Network & Data
- Smartcard and Authentication
- Secure Connections
- Secure remote Management
- Anti-theft Protection
IGEL is Technology Partner of Leading VDI Companies

If Video is not working, please open: https://www.youtube.com/watch?v=GKdFpz35iHg
Technology Partner - VDI
Technology Partner - Security

- ActivCard
- imprivata
- SafeNet
- digitalPersona
- CenterTools
- genua
- Cisco Systems
- NCP
- Aladdin
- KOBI
- secmaker
- passcode
- cryptas
- Step Over International
- EVIDIAN
- gemalto
- HID
- REINERSCT
- M.U.S.C.L.E.
Technology Partner - Solutions

- YIK
- Transcend
- gemalto
- OMNIKEY
- CHERRY
- Texas Instruments
- OLYMPUS
- PHILIPS
- GRUNDIG Business Systems
- Intel
- Linux
- Java
- SAP
IGEL Offering
IGEL Products

TC Operating System

TC Management

IGEL DESKTOP CONVERTER 2
UNIFIED MANAGEMENT AGENT
IGEL UNIVERSAL DESKTOP
IGEL ZERO

IGEL DESKTOP

HIGH Availability

IMI UMS

TC Management

UMS 5
Universal Management Suite

SWP

UMD
IGEL Core Orchestration Software Suite

Desktop Management / Orchestration

Thin Client Operating System
Variety of hardware series incl. Zero Clients, Software Thin Client
Software Products
IGEL Universal Management Suite

• Managing 100% of hardware and software settings

• Buddy Update – efficient updates in branch offices via the WAN

• Certificate based and encrypted communication

• Firmware CRC checks for device recovery

• IGEL UMS scales to unlimited number of managed Thin Clients
IGEL Thin Client Software for PCs

- Smooth and cost efficient conversion of existing PCs, TCs, notebooks and laptops to SBC and VDI environments
- Allowing unified management of IGEL TCs and converted hardware
- Extends the life cycle of existing workplaces
- Postpones hardware investments; frees IT budgets
Hardware Products
IGEL Hardware Portfolio
IGEL Universal Desktop & IGEL Zero Client Portfolio

Small and cost efficient
IZ2/UD2 Series

Most sold standard Thin Client
IZ3/UD3 Series

Powerful, made for Multimedia
UD5 Series

High Performance Computing
UD6 Series

22“ All in one Thin Client
UD9 Series

24“ All in one Thin Client
UD10 Series

Small and cost efficient
IZ2/UD2 Series

Most sold standard Thin Client
IZ3/UD3 Series

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UD5 Series

High Performance Computing
UD6 Series

22“ All in one Thin Client
UD9 Series

24“ All in one Thin Client
UD10 Series

Windows Embedded Standard 7

Linux
Why IGEL Cloud / VDI Solutions?
IGEL Thin Client Vendor

- Specialized on developing secured, reliable and remote managed workplace solutions
- Sales, pre-sales, support, services and engineering structure
Why IGEL?

- Consolidated, virtualized desktop infrastructure solutions
- Providing optimum scalability, reliability, security and flexibility
- Reducing cost and complexity of workplaces significantly
- Increasing operational flexibility of workplaces
Good Reasons for IGEL Thin Client Solutions

- IGEL is one of the most **experienced and leading** Thin Client manufacturers worldwide

- **Specialization solely in Cloud Desktops** (own R&D department / own assembly plant)

- **Global presence:**
  - products are sold in over 50 countries
  - more than 10,000 customers
  - over 1,400 certified Authorized IGEL Partners (AIPs) and >3,500 resellers

- **High product availability:** production capacity of over 50,000 devices per month, devices are shipped out within 48 hours

- **Collaboration with all major technology providers:** Citrix, Microsoft, VMware, Red Hat, etc.
Proactive Safeguarding of Investments

- **Company**: stability ensured through **private ownership**, 20 years successful growth, member of the international Melchers Group

- **Universal Desktop (UD) strategy**: standardization of end devices featuring a high level of technological openness along with optimized software-based security and standardized client management yields the greatest possible customer benefit, supports business continuity and provides high availability

- **Hardware**: ready for the future now – powerful, efficient and flexible, **5 years** warranty

- **Software**: regular free firmware updates for up to **3 years** after product discontinuation and continuous further development of the IGEL UMS
Low Environmental Impact

- **Extremely low environmental impact** (as demonstrated in studies by the „Fraunhofer Institute for Environmental, Safety and Energy Technology“, 2008-2011 / 2015)

- **Compliance with important standards**: Energy Star, RoHS, Reach, WEEE, etc.

- **Flexible energy-saving functions**: power management functions in Windows and Linux, shutdown / wake on LAN, sleep / standby mode in appliance mode

- **Environmental management as per DIN ISO 14001**
Customer and Business Experiences

- Improved workplace productivity
- Greater and secured accessibility
- Reduced support requirements
- Low energy consumption
- Efficient and lean helpdesk functions
- Less costs and faster ROI

„The best for your business is just good enough for us, why would you settle for anything less?“
The Best Services

• **Sector-specific support** from specialized consultants & support staff

• **Faster rollouts**: advance domain preparation / csv file provided to allow import of MAC addresses into UMS management tool

• **Support for inventory**: pre-delivery labeling / numbering of workplace devices in accordance with customer specifications

• **Project-specific customizing of firmware and the workplaces with company logo**

• **On-site training in use of IGEL UMS**: rollout, management, etc.

• **Free evaluation units, free support**
Additional Good Reasons for IGEL

How you choose the right managed workplace solution for your IT environment – with confidence and no risk.
Greatest Cost Effectiveness

- **Include with devices free of charge**: a full version of the industry leading IGEL Universal Management Suite (UMS) remote management solution with the following advantages: minimum management workload, minimum costs for maintenance and support and „zero-touch deployment“

- **Minimum costs**: IGEL Linux available on all Universal Desktop model series

- **Appliance mode for virtual desktops** (Citrix, VMware, Red Hat): fast logons, „one-click“ configuration

- **User experience and multimedia**: improved performance through client-side caching and rendering, multimedia redirection, SoC (System-on-Chip) design including DSP for multimedia acceleration with Citrix HDX and Microsoft RemoteFX
Management: Intuitive, Comprehensive, Efficient

- Leading remote management solution (IGEL UMS): standardized management of current IGEL UD thin clients, their previous models as well as selected thin clients and PCs / Notebooks from other manufacturers

- Multi-client capable, profile based remote management with links to Active Directory

- Easy, intuitive operation: GUI exactly depicts the local thin client setup 1:1

- All thin client features are remotely configurable (with IGEL Linux)
Management: Intuitive, Comprehensive, Efficient

- **Firmware updates**: fail-safe process, even in the event of power / network failure

- **Bandwidth efficient**: buddy / partial update

- **Highly automated process**: scheduled firmware updates, asset management tools, selection of views, etc.

- **Quick and easy installation**: less than 5 minutes including database installation

- **Optional high availability feature**: High Availability (HA) Extension including Load Balancing
IGEL Thin Client Software for PCs

- **Economical standardization and extension of life cycles** of existing Desktop Devices (PCs, TCs and Notebooks)

- **Soft conversion** with „Universal Desktop Converter“ software allows investments in replacement client hardware to be delayed and reduces electronic waste

- **Fully functional, comprehensive OS standardization of (x86) Workplaces**, earlier IGEL models and selected thin clients from other manufacturers allows across-the-board remote management of all workplaces (UMS)

- **Upgrade path**: converted workplaces can be used until they fail and then be replaced with IGEL hardware (installed within minutes)

- **Five different rollout options**, including over the network
TC Software: Universal & Updated Regularly

- **Three operating systems:** IGEL Linux (LX), Microsoft Windows Embedded Standard 7 (W7 and W7+)

- **Universal Desktop approach:**
  Citrix XenApp / XenDesktop, Microsoft RemoteApp / Remote Desktop Services / VDI, Red Hat Enterprise Virtualization for Desktops, Quest vWorkspace, VMware Horizon and many others

- **Continuous integration of the latest software clients, tools and protocols:**
  Citrix Receiver including HDX, VMware Horizon Client, Microsoft RemoteFX, SPICE, etc.
TC Software: Universal & Updated Regularly

- **Direct access to cloud services** by means of Web browser, JAVA and .NET

- **Direct / native access to (legacy) host environments**: IBM iSeries client

- **Digital dictation**: broadest support for solutions from Philips, Grundig, Olympus

- **Efficient printing / printer management**: local printing with print-server function, Thin Print support, optimized printing from IBM mainframes

- **IGEL Universal MultiDisplay (UMD)**: allows up to eight monitors per workplace with standard hardware
**TC Hardware: Rugged, Flexible & Secured**

- **Full support of peripherals**: dual view capability standard in all model series, up to three serial ports, up to six USB ports, hidden anti-theft USB port, USB-to-parallel adapter, audio in / out jacks

- **Connectivity feet** for WLAN capability and additional serial and parallel ports

- Device may be positioned **vertically / horizontally**, or mounted on back of monitor with **VESA bracket**

- **Protection against hardware theft & tampering**: Kensington lock slots, onboard smartcard reader (optional), anti-theft USB foot, etc.
Customized and Sector-Specific Solutions

• Support for multi-user workplaces: Shared WorkPlace (SWP) (user based device configuration), e.g. for use in call centers and 24/7 operation

• Special drivers / tools: installation with custom partition feature (LX or partial updates W7, W8)

• Integrated sector-specific solutions: including „OFFLINE POS“ solution for retail businesses, connection of special keyboards with card readers for financial transactions and healthcare services
IT Security & Data Protection

- **Two-factor authentication** by means of a smartcard reader (external or onboard) supported by all model series, USB token based authentication, **PKI** support, single sign-on (**SSO**) also supported.

- **Broadest support for security standards**, protocols and various VPN clients, USB-Token, Fingerprint reader, Proximity-Badge…

- **Certificate based on SSL encrypted UMS remote management**: Denial of Service attacks (DoS), Man-in-the-middle attacks (MITM)…

- **Anti-theft protection**: Kensington lock and VESA mounting brackets

- **Anti-theft USB port in connectivity foot**: e.g. for offline POS or WLAN adapters
Thank you

Questions?