



# LIFE MADE EASY.

Simple, Smart and Secure  
Endpoint OS for  
Cloud Workspaces





A woman with dark hair, wearing an orange shirt, is shown from the chest up. She is looking down and to the left with a slight smile. The background is a blurred office setting. The image is partially obscured by a white diagonal shape that contains the main text.

# WELCOME. WHAT IGEL STANDS FOR.

Securing and optimizing user access to virtualized apps, desktops, and cloud workspaces is not an afterthought. It's IGEL's sole focus.

From hardware-agnostic software to portable software licenses, drag and drop profiling and no touch deployment to enterprise security already built-in, IGEL's technology exists to make IT's life easier while enabling end-users to thrive. Once you experience IGEL's next-generation edge OS for cloud workspaces, nothing else will do.

## **SIMPLE**

Maximize hardware life to save CAPEX.

## **SMART**

Easy endpoint management and control saves OPEX.

## **SECURE**

Protect endpoint devices against attacks.



# WHO IS IGEL?

IGEL is the world leader in next-gen edge operating systems for the secure delivery of cloud workspaces.

IGEL provides IGEL OS, the next-gen endpoint operating system for cloud workspaces, along with simple, smart, and secure management and control software for virtual apps, desktops, and cloud-delivered virtual workspaces.

IGEL holds strategic alliance partnerships with AMD, Amazon WorkSpaces, Citrix, Intel, Microsoft, Samsung and VMware, as well as healthcare-sector OEMs including Imprivata and SecMaker. IGEL today has more than 1,500 channel partners.

IGEL products are used by 17,000 customers worldwide with over 3 million IGEL OS-powered clients under management.

Its headquarters are in Bremen, Germany, primary development in Augsburg and Karlsruhe, Germany, and North American operations out of San Francisco.

**1,5K**

Resellers

**100+**

Development  
Engineers

**25**

Years of Laser Focus  
Continual Improvement

**100+**

Technology Partners



# SOFTWARE.

IGEL OS is the next-gen edge operating system designed for secure, high-performance access to cloud-delivered digital workspaces. Not Windows, it's lightweight, read-only, and modular, making it unfriendly to hackers and malware, yet familiar and powerful for end-users, and easy for IT teams to manage at scale.

**Discover more about IGEL's software offerings.**



# IGEL OS.

IGEL OS has revolutionized end user computing.

Currently in its 7th generation, the time-tested IGEL OS operating system serves as the ideal next-gen edge OS for the delivery of cloud workspaces. It standardizes diverse endpoints onto a unified platform and provides for adaptive configuration and granular control, while giving users a familiar, trouble-free workspace. Supporting more remote display protocols and attached peripheral devices than any alternative solution, IGEL OS 11 is purpose-built for enterprise access to virtual environments of all types.

## Powerful

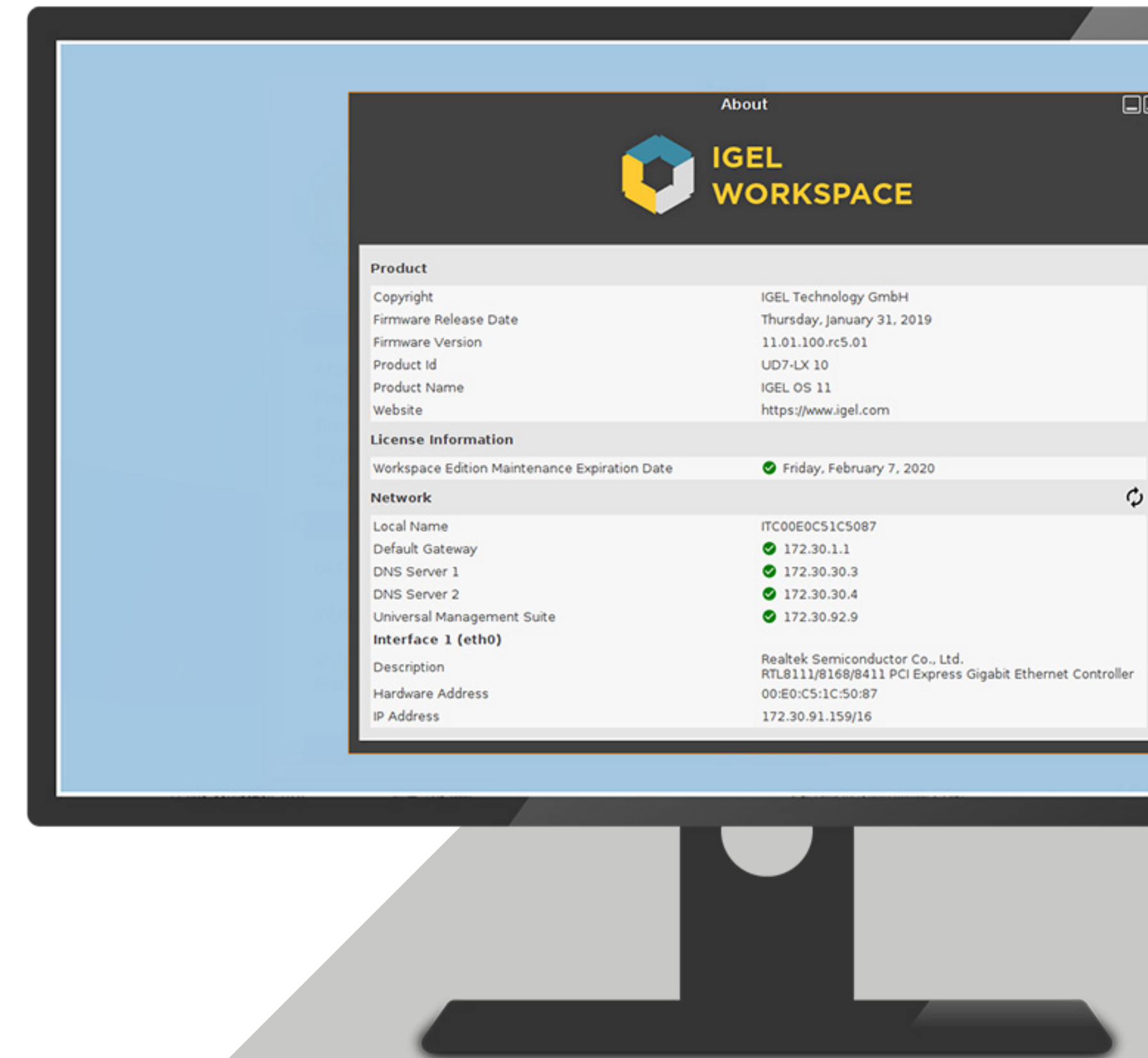
Software-defined endpoint operating system.

## Platform independent

Linux based, read-only, secure and modular.

## Collaborative

Vast partner ecosystem of peripherals and protocols.







# What is IGEL OS?

Software defined, hardware-agnostic.

A highly secure operating system for x86-64 machines, IGEL OS is designed to become the standard enterprise managed operating system for cloud workspaces, on PCs, laptops, tablets and most other x86-64 devices.

## Enhanced user experience

By moving desktop PC workloads from the endpoint and into the secure data center, which includes inherent fault tolerance and automated backups, the user experiences true efficiency with increased security.

## Built-in enterprise level security

Security conscious organizations can be confident in the core operating system on endpoint devices. A read-only file system, two-factor authentication, smart card readers, trusted execution, and a “complete chain of trust” are already included.

## Minimize procurement costs

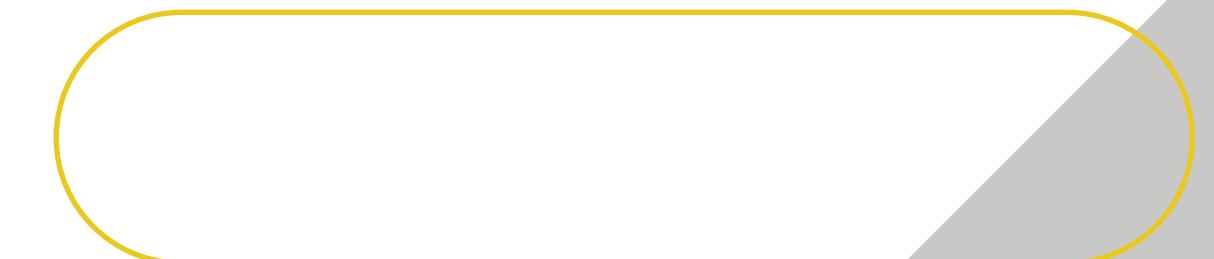
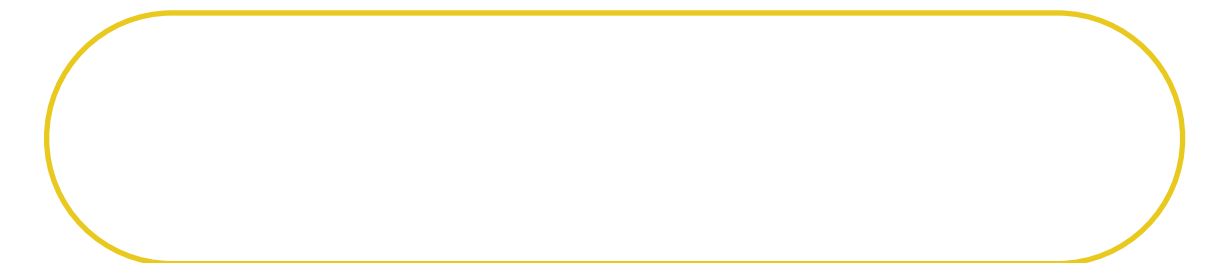
Extending the life of existing hardware assets eliminates the disruption and cost of new hardware. Future-proofing the user’s infrastructure further ensures easy scalability.

## Modular configuration

IGEL OS is designed to let an organization “turn off” unused features to give back resources to the system, thus keeping endpoints “thin” while minimizing the attack surface of the device.

## Easy customization of firmware

From added functionality to corporate branding to screensavers that display corporate messaging, IGEL OS is designed for managed customization and cloud-based environments.





# UNIVERSAL MANAGEMENT SUITE (UMS).

Purpose-built to simplify complex enterprise endpoint environments, the Universal Management Suite (UMS) supports diverse operating systems, databases and directories. This smart, simple and secure management software lets IT easily manage any remote endpoint, on the corporate network or off, from just a few to tens of thousands, from one single console and one single endpoint administrator.

## Extended reach

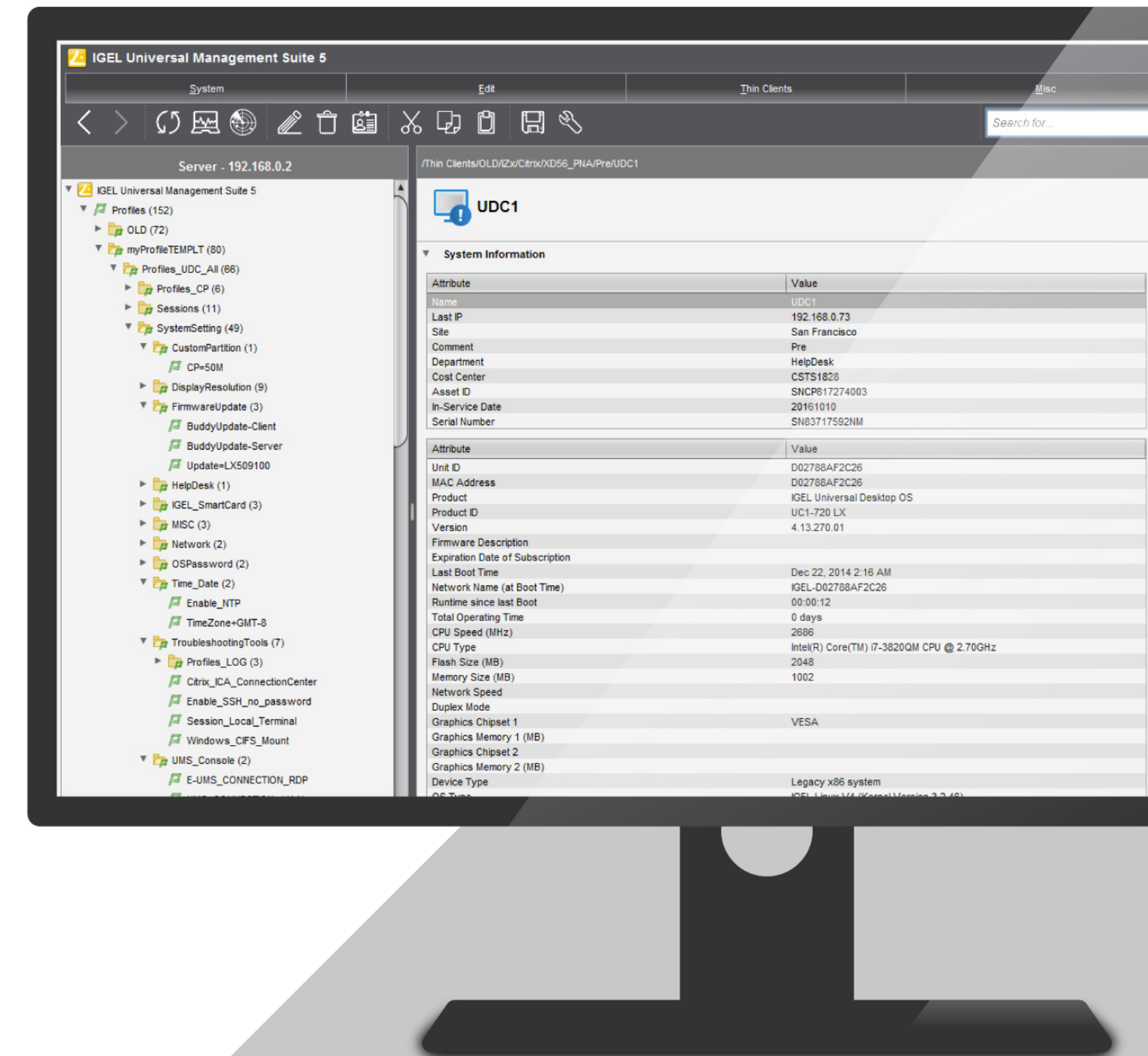
Easy management and control via a familiar, simple interface.

## Easy integration

Easily install on your Linux or Windows server, high availability for non-stop & REST API.

## Scalable

Scale up to 300,000 endpoints.





# What is UMS?

Simplify complex enterprise environments.

Universal Management Suite (UMS) offers easy management and control of IGEL OS-powered endpoints via an intuitive, powerful console interface. It can scale to manage from just a few to many thousands of endpoints from one single console.

## High availability

High availability option enables the UMS to offer any degree of scalability, availability and redundancy. Even large-scale endpoint environments (500 or more end devices) can be reconfigured simultaneously.

## Endpoint software license portability

UMS has the ability, working in concert with the cloud-based IGEL Licensing Portal, to assign software licenses to endpoints and move a license from one device to another.

## REST API

The UMS can connect via a RESTful API to existing enterprise management, reporting and trouble-ticketing systems. It provides the interface for REST-compatible programming languages to connect autonomous systems.







# UMS Web App

Manage your endpoints in a browser.

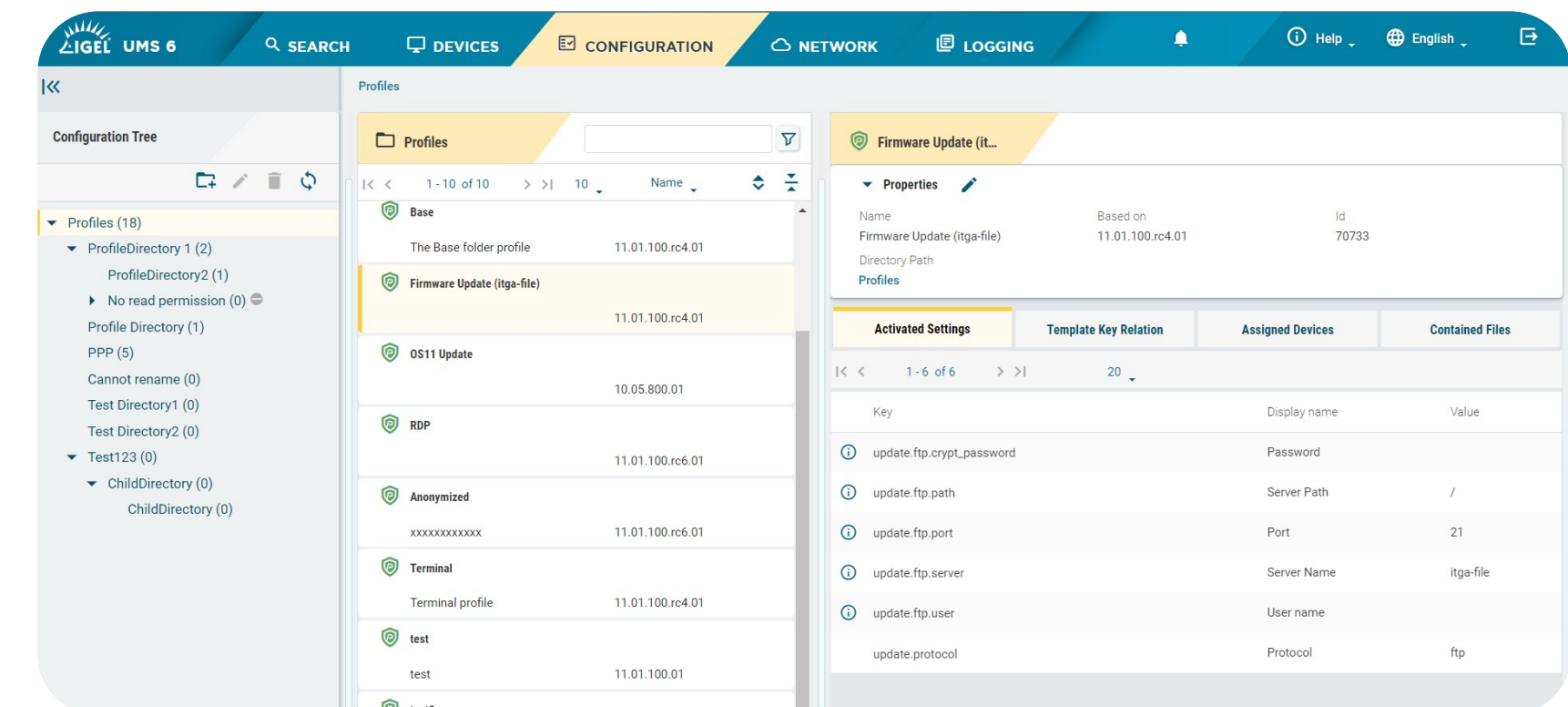
The UMS Web App provides IT administrators with a rich, graphical and user-friendly, browser-based interface for IGEL UMS access.

## Help Desk Use Case

Help desk engineers and agents benefit from a web-based user interface for monitoring and managing IGEL OS endpoints with the UMS Web App.

## Device Management Use Case

Management and configuration capabilities make it easy to manage profiles and user groups and permissions with the UMS Web App.





# IGEL CLOUD GATEWAY.

Endpoint management and control – anytime, anywhere.

The IGEL Cloud Gateway feature extends the management and control reach of the IGEL Universal Management Suite (UMS) via a standard internet connection to endpoints running in remote branch offices, at home offices, or anywhere else.

Across all industries, the IGEL Cloud Gateway offers IT pros a dedicated virtual connection for the transparent and secure management of IGEL OS-powered endpoints, including endpoint devices using the IGEL UD Pocket or UD Pocket2.

The use of IGEL Cloud Gateway requires an Enterprise Management Pack subscription license.







# SHARED WORKPLACE.

Enable different people to use the same device with their own individual settings, or in roaming environments, where users frequently switch workstations.

## Working environments

where different staff members use the same device and need their own individual settings.

## User authentication

via Active Directory for remote workplaces.

The use of Shared Workplace requires an Enterprise Management Pack subscription license.

## Roaming environments

where users frequently switch workstations.





# ASSET INVENTORY TRACKER.

Gain insight into peripheral devices connected to IGEL OS-powered endpoints across distributed workplaces with the AIT feature of the IGEL UMS.

## **Track Assets**

Identify and collect information on USB and Bluetooth assets

## **Asset Visibility**

Help prevent the use of unauthorized peripheral devices

## **Asset manageability**

Enable connection to external asset management tools via REST API







# IGEL SECURITY

Achieve Comprehensive Endpoint Protection for the Secure Enterprise.

Built on a highly secure Linux foundation, IGEL OS is a lightweight, modular, and read-only endpoint operating system that is purpose-built for cloud workspaces.

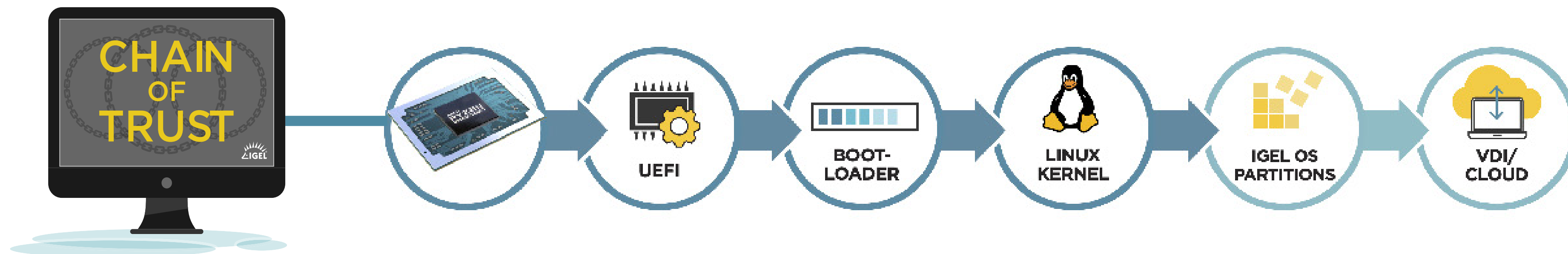
Security is central to the design and ongoing development of IGEL OS.



# THE IGEL CHAIN OF TRUST

- Ensures all components of your VDI/cloud workspace scenario are secure and trustworthy
- As each component starts it checks the cryptographic signature of the next, only starting it if it is signed by a trusted party (e.g. IGEL, UEFI Forum)

- 0 On the new AMD-driven endpoint models UD3 and UD7 a dedicated security processor checks the cryptographic signature of the UEFI
- 1 Any UEFI supported devices\* with IGEL OS: chain starts at UEFI
- 2 UEFI checks the bootloader for a UEFI Secure Boot signature
- 3 Bootloader then checks the IGEL OS Linux kernel
- 4 If the OS partitions' signatures are correct (starting with IGEL OS 11.03), IGEL OS is started and the partitions are mounted
- 5 For users connecting to a VDI or cloud environment, access software such as Citrix Workspace App or VMware Horizon checks the certificate of the connected server



\*with UEFI Secure Boot deactivated the process starts at bootloader (3)





# ENDPOINT DEVICES.

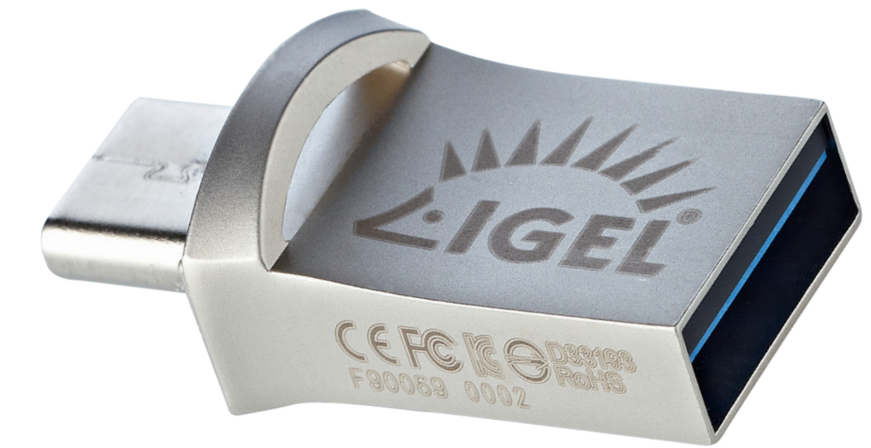
For a complete IGEL-powered endpoint solution, consisting of both hardware and fully integrated software, IGEL offers a family of precision-built endpoint devices. Together with IGEL software, IGEL endpoints deliver high security and optimal performance.

**Endpoint hardware that fits every need.**



# UD POCKET.

Achieve secure and controlled access to the company apps, data and to your desired workflows from anywhere. Boot IGEL OS on any x86-64 device into a secure, managed cloud or VDI workspace with the IGEL UD Pocket. Once complete, simply remove to return to the native environment.



## Repurpose Existing Hardware

The UD Pocket2 delivers IGEL OS to legacy and unmanaged x86-64 devices from either a USB-A or a USB-C connector to access a configured, managed, and secure workspace.

## Work Securely from Home or Anywhere

The UD Pocket delivers modular, read-only IGEL OS, providing a highly secure Linux-based operating system with support of two-factor authentication and trusted execution.

## Primary Uses

- Business continuity
- Bring Your Own Device (BYOD)
- Remote workers using their own personal endpoint devices
- Suppliers







# UD2.

Combined with IGEL OS, UD2 is a powerful integrated solution for the future workplace. This compact endpoint offers excellent value and performance for secure access to cloud workspaces and virtual desktops, media consumption and office applications. As a secure Ethernet-only device, it cannot be configured for either WiFi or Bluetooth connectivity.

## Dualview support

Connect up to two 2K HD monitors at 60Hz via two DisplayPort interfaces.

## Extendable connectivity

5 USB ports, including 2 SuperSpeed USB interfaces, allow for extended connectivity with USB adapter options.

## Slim design

Perfect for any workplace with space limitations due to the compact design and VESA mount option.

## Primary Uses

- Multimedia
- HD video streaming
- Office applications
- Web browsing





# UD3.

Combined with IGEL OS, UD3 is a robust and versatile endpoint armored with IGEL's chain of trust advanced security for the future workplace. UD3 empowers users with a high-fidelity digital experience and flexible expansion.

## Optimized for productivity

The powerful AMD system-on-chip (SoC) with on-chip graphics offers high performance for a broad range of demanding tasks across all industries.

## Flexible and versatile

Wi-Fi, Bluetooth, smart card reader and VESA mount options promote seamless integration and ease of use.

## Broad connectivity

SuperSpeed USB including USB Type-C™, two 4K displays and legacy port complements convenience and productivity.

## When security is paramount

AMD Secure Processor initiates IGEL's security chain of trust. Optional integrated smart card reader offers two-factor authentication and quick login.

## Primary Uses

- General purpose, all typical productivity apps and workloads
- 4K video playback
- Multimedia
- Unified communications







# UD7.

Combined with IGEL OS, transform any graphics-intensive application and task into an immersive, high-fidelity digital experience across four 4K displays.

## Maximum performance

An AMD Ryzen™ Embedded V1605B with Radeon™ Vega 8 Graphics system and fast onboard memory drives performance with maximum efficiency.

## Multi-monitor support

Four integrated DisplayPorts at 4K@60Hz vividly show 3D models, dynamic motion, and trading updates in real time.

## Comprehensive connectivity

Modern and legacy ports and configurable connectivity enable collaboration and productivity across any use scenario.

## When security is paramount

AMD Secure Processor, AMD Memory Guard, and the IGEL “chain of trust” strengthen security from the endpoint to your virtual and cloud workspaces.

## Primary Uses

- CAD/CAM
- 3D simulation and modelling
- Multimedia
- Unified communications
- Video production and editing





# ANY COMPATIBLE X86-64 DEVICE.

## HARDWARE-AGNOSTIC

A highly secure Linux-based operating system for x86 machines built with industry-standard components, regardless of manufacturer, platform-independent IGEL OS is designed to become the standard enterprise managed operating system for PCs, laptops, tablets, thin clients, and most every other x86-64 device accessing a digital workspace.

## Compatible & Certified Devices



**+more**

Contact IGEL for a comprehensive list of all supported devices.



# IGEL OS(RPI4)

The revolution continues.

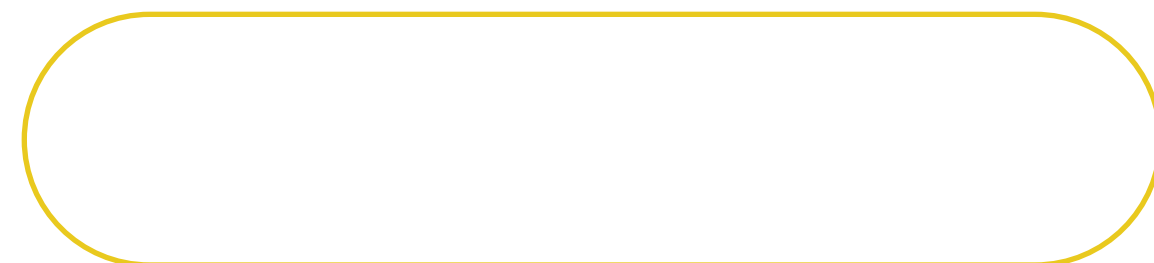
IGEL OS, the next-gen edge OS for cloud workspaces, is purpose-built for enterprise access to virtual environments – and is now also available for the Arm platform. IGEL OS(RPI4) helps to protect enterprises against malware and viruses.

## Optimized for Citrix

Optimized for Citrix HDX, supports latest Citrix Workspace App and Workspace Hub.\*

## Addressing Opportunities in IoT

Enables your entrance to the world of the Internet of Things (IoT)



Supporting the NComputing RX420(IGEL) device and based on the Raspberry Pi 4 platform, IGEL OS(RPI4) expands its range of applications.

\* Workspace Hub is experimental and not yet fully supported by IGEL.







# SUPPORT OPTIONS.

IGEL software maintenance ensures users have the latest updates, upgrades and features. IGEL endpoint hardware comes with a 2-year warranty that extends to 5 years with registration.

## Select

Select Support, included with software maintenance, ensures the latest software updates, upgrades and feature releases for the life of the maintenance agreement.

- Standard business hours
- Product updates & upgrades\*
- 3 business days non - critical response time (CRT)
- Annual fee included with software maintenance

## Priority

Priority Support adds to SELECT support with phone support and remote access by an IGEL support engineer, with a shorter inquiry response window for critical issues.

- Next business day non - critical response time (CRT)
- Annual fee

## Priority Plus

Finally, Priority Plus Support includes business hour web, email and phone support as well as direct remote access from IGEL support engineers with 24x7 coverage for critical issues.

- 24x7 for critical issues\*\*
- 4 business hours non - critical response time (CRT)
- Annual fee

\*Requires active maintenance on endpoint    \*\*Must be logged via phone



# ADVANCED SERVICES.

## **Starting right, scaling smart....**

To ensure successful and faster time-to-value IGEL deployments, IGEL provides advanced services to guide customers toward a successful IGEL OS rollout into their environment.

IGEL provides three types of advanced services:

### **Consulting & implementation services:**

Achieve greater time-to-value with IGEL Advanced Services for design, deployment, implementation and customization of IGEL solutions to achieve maximum value. Services packages are available for numerous scenarios including short-term implementation projects, e.g. health checks, upgrades, IGEL rollout etc..

### **Technical Relationship Manager (TRM) services:**

As your trusted IGEL advisor, IGEL TRMs are your long-term dedicated IGEL subject matter experts, who can assist with your technical IGEL needs to ensure a successful, stable and scalable IGEL environment to get maximum value and ROI from IGEL products and services.

### **IGEL education:**

IGEL Education is the focal point for learning all things IGEL, enabling your business to achieve their goals faster through formally constructed and socially farmed content from throughout the IGEL community. The IGEL Academy portal is accessible to everyone along with one free technical course. IGEL Academy Premium, a paid upgrade, grants you access to advanced training content including on-demand labs and additional technical certifications.



# INDUSTRY IMPACT.

All industries face intense competition and a growing need to streamline, and future-proof, IT infrastructure technologies. Only IGEL focuses on endpoint management, control, and optimization software that guarantees the highest levels of availability and connectivity.

**IGEL is a leader in a range of industries.**





# HEALTHCARE.

In healthcare, better user productivity translates to better patient care. IGEL has spent decades perfecting IGEL OS and is continually supporting the technologies that are critical to healthcare professionals. From embedded support for single sign-on to secure roaming and data protection, IGEL believes in giving users a familiar, secure and trouble-free environment.

When considering IT infrastructure solutions, IGEL focuses on delivering software and solutions that automatically meet the healthcare industry's most critical needs.

**OneBlood**







# FINANCE, INSURANCE & LEGAL.

For the legal and financial industry, security is a critical and constant concern. End user computing and cloud workspaces environments must serve to protect data and meet regulatory requirements, while also ensuring operational efficiency through high performance and high availability.

When considering a central endpoint management and control system, users should look for a solution that has been tailor-made for enterprise legal and financial services. With IGEL's Linux-based operating system, data remains secure, protected through standards-based encryption, secure remote access, event logging, multi-factor authentication, and IGEL's complete chain of trust. With IGEL, IT can standardize, centralize and streamline endpoints at any branch in the world, giving users a secure, familiar and trouble-free experience.

A photograph of a man with a beard and red hair, wearing a blue shirt and a dark vest, sitting at a desk and smiling. He is looking towards the camera. In the background, other people are working at desks, but they are out of focus.[Learn More](#)

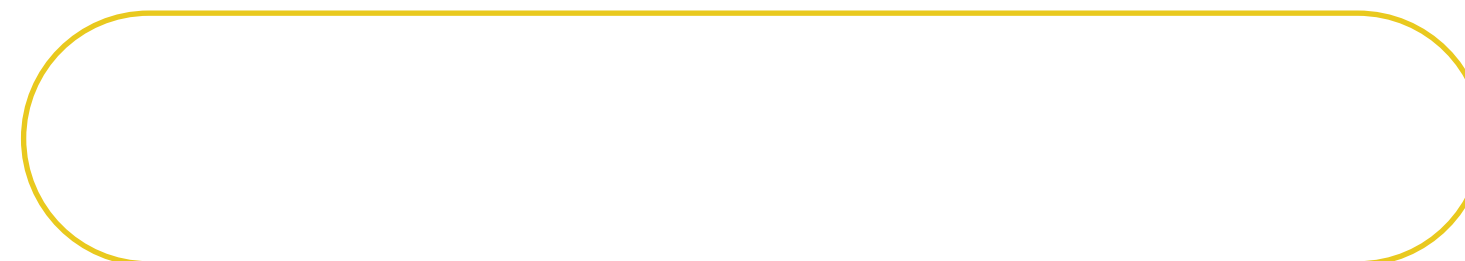
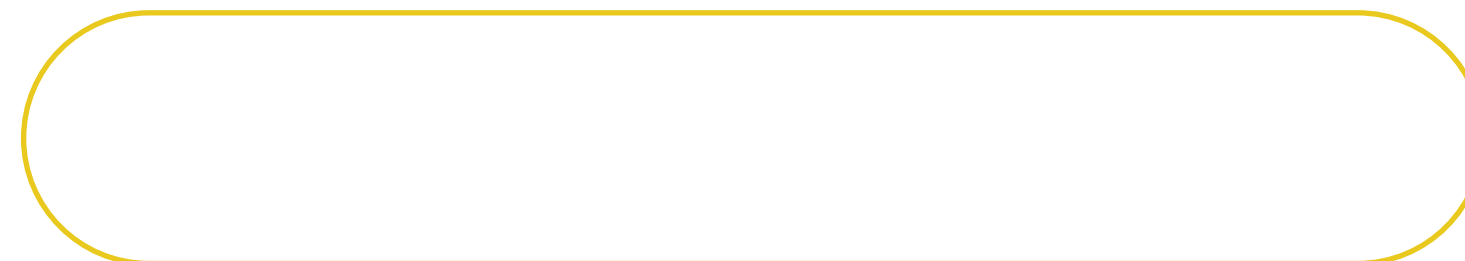




# GOVERNMENT.

Due to budget constraints, coupled with an increased demand for services, government and non-profits often have to keep computers longer than those in the private sector. This resulting combination of legacy systems and devices can lead to operational inefficiencies and exposure to malware and cyber-threats.

Instead of reacting to the headaches brought by a patchwork of devices, use IGEL to standardize all x86-64 machines, regardless of manufacturer. This centralized endpoint OS infrastructure is easier for IT to manage and gives users a familiar, trouble-free experience. Enterprise class endpoint management and control allows government and non-profits to increase operational efficiency and reduce TCO. Now distributed branches can enjoy the same ease of use and security as those in the private sector.



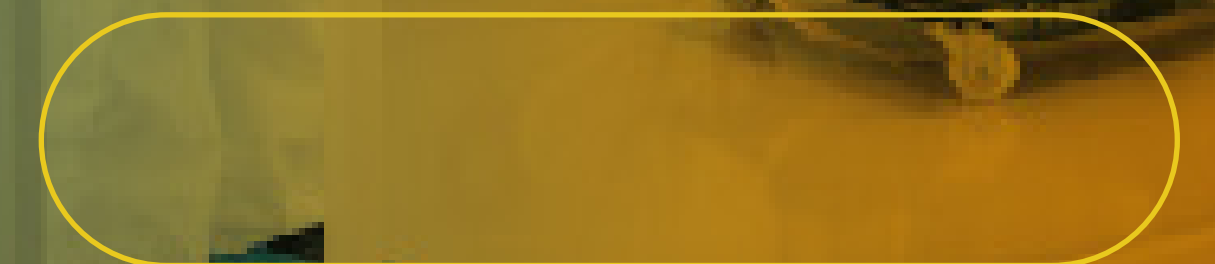
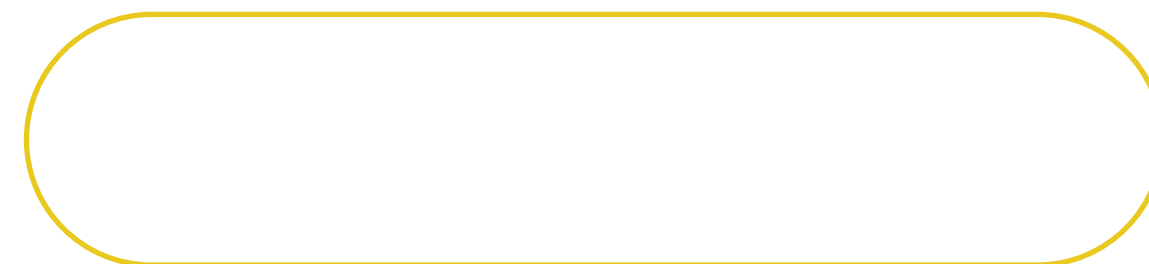
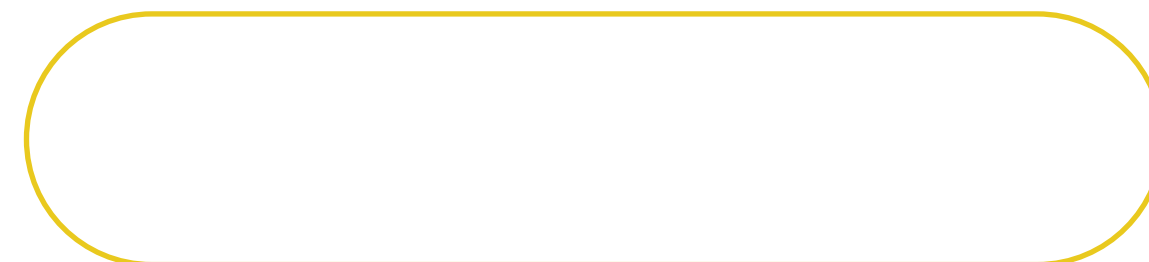




# MANUFACTURING.

The manufacturing and logistics industries face intense competition and a growing demand from their distributed workforce for mobile access accelerated by the COVID-19 pandemic.

The IT infrastructure you select plays a critical role in securing the most vulnerable entry point for malware — the network edge. It should also improve overall operational efficiency while creating a secure and lean manufacturing environment. This is especially true for user endpoint devices attached to the network, either on a corporate LAN or via the Internet.





# HIGHER EDUCATION.

Educational institutions need to serve a variety of users, from students and researchers to teachers and administrators.

IGEL helps the IT team get the most out of any virtualized environment that includes supporting multiple users on shared devices, while reducing IT cost and complexity.

Shifting end-user computing resources to centralized data center or cloud environments with IGEL OS and management software reduces endpoint complexity, eases management and control, and minimizes security exposure.



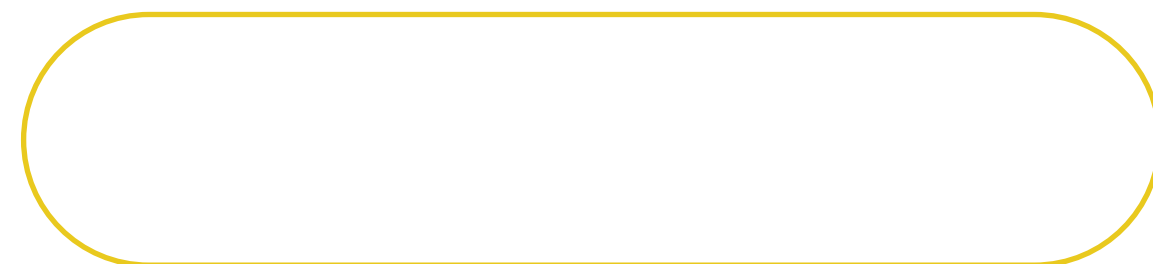
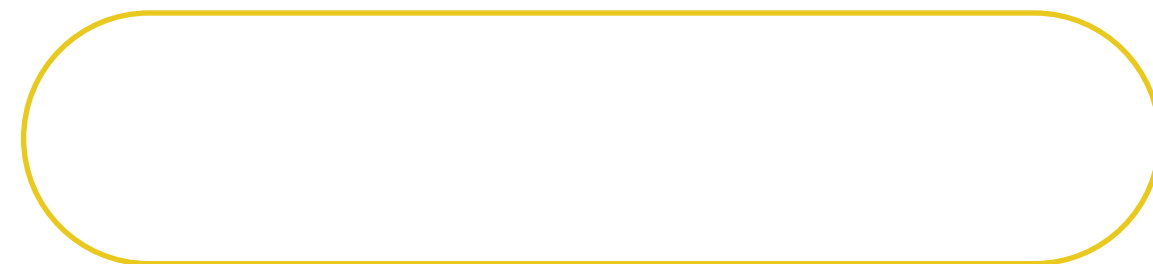


# RETAIL.

For the retail industry, staying competitive means constantly streamlining operations.

Lightweight and secure by design, IGEL OS offers a simple, standardized, and secure solution that helps retailers get the most out of their point of service and operational environments.

IGEL helps overcome many of the most pressing challenges in retail, including maintaining payment card industry (PCI) data protection compliance while giving end-users an informed and immersive buying experience.







# TECHNOLOGY PARTNER ECOSYSTEM.



\*Just a selection, we have solutions from more than 100 technology partners available.



# IGEL READY PROGRAM.

## PLATFORM. PARTNERS. POSSIBILITIES.

IGEL READY is a technology partner program designed to verify hardware, software, and peripheral technologies to bring to you an ecosystem of solutions that are integrated and interoperable with IGEL OS.

### Why IGEL READY?

Derive more value from IGEL by accessing a repository of tested and validated products and solutions that work seamlessly with IGEL OS.

IGEL Ready gives you the confidence to know that adding IGEL technology into your existing IT infrastructure will be fast and easy, to the benefit of both your end-users and IT team.







# THIS IS THE FUTURE.





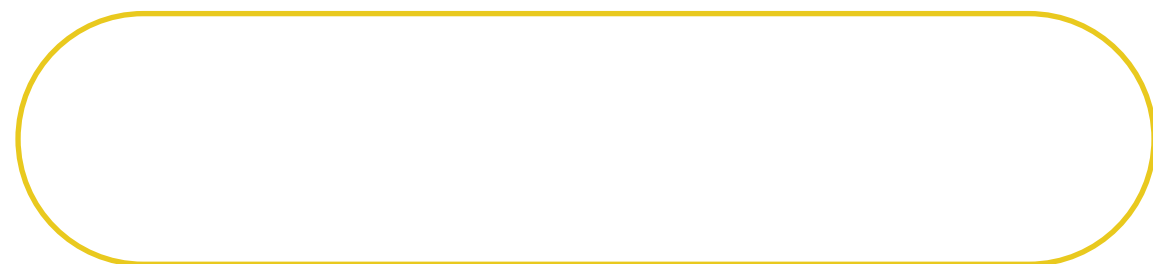


# NEXT STEPS.

Where are you on the path to easy, scalable, and secure endpoint management and control?

## Download free licenses

Download free licenses of IGEL Workspace Edition which includes IGEL OS, the Universal Management Suite (UMS) and the Enterprise Management Pack. Trial limited to 90 days.



## Request a 12-minute demo

An IGEL engineer will walk you through the system.



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### More Info

[IGEL.com/resources](https://www.igel.com/resources)