

IGEL SOFTWARE MAINTENANCE

KEEPING YOUR IGEL PRODUCTS ON THE CUTTING EDGE

IGEL software-defined thin clients and end user computing management platforms are being used by thousands of organizations around the world to secure their end user computing environment while offering the functionality, reliability, and consistently high-quality user experience people demand.

IGEL software maintenance: Designed for your success



UNLIMITED
software updates and
upgrades included



3 levels
of optional support:
Select (included), Priority,
and Priority Plus



5 named IGEL
support contacts



3 IGEL international
centers of excellence
with support staff

IGEL offers a broad range of capabilities for both your IT staff and your end users with our flagship IGEL OS software that turns any compatible x86 device into a full-fledged IGEL-managed software-defined thin client, and the IGEL Universal Management Suite (UMS) serves as the single platform for easy yet powerful enterprise-wide management of your end user computing environment. Both of these signature IGEL technologies, along with other key capabilities are included in the IGEL Workspace Edition software that defines an IGEL-managed endpoint.

IGEL software maintenance is the key to ensure that your IGEL software-defined end user computing environment includes the very latest innovations, security enhancements and functionality.

IGEL software maintenance is the key to making sure your IGEL-managed endpoints advance with each IGEL software feature release, general maintenance release, and security patch in rapid response to known current or upcoming security threats. Specifically, IGEL software maintenance consists of the following aspects for the IGEL Workspace Edition and Enterprise Management Pack software offers:

- Software updates and upgrades
- Roaming licenses between x86 compatible endpoints (without software maintenance, licenses remain fixed to specific endpoints and cannot roam)
- “Select” support of customer questions and issues via web* and phone during regular business hours (excluding local public holidays) – 8am-6pm Central European Time (CET), and 8am-8pm Eastern Standard Time (EST)
- Unlimited support incidents
- 5 named IGEL support contacts
- Support agreement terms of 1, 3, or 5 years
- English (primary), other languages subject to availability
- Response time of within 3 business days
- Support offered out of 3 IGEL centers of excellence in Bremen and Augsburg, Germany, and San Francisco, California

*Includes the ability to submit tickets online and access to the online knowledge base

Additional Optional Support Services

As mentioned above, IGEL Select Support is included with IGEL software maintenance. For greater levels of support that include extended hours of web and phone support, direct access from support engineers to IGEL-managed devices, shorter response time windows for basic and critical issues, and even an optional dedicated IGEL technical resource manager (TRM), IGEL offers Priority and Priority Plus support. Details on these enhanced levels of support offered at yearly premiums over software maintenance with Select support can be found on the [IGEL Support Data Sheet](#).

As the world leader in end user computing management and software-defined endpoint platforms, IGEL can turn any compatible x86 device- from just a few to many thousands - into a highly secure and fully managed endpoint. The IGEL Workspace Edition software provides all essential elements of a secure, reliable, and highly functional endpoint, and the optional Enterprise Management Pack software can give your users additional features that can turn any IGEL-managed endpoint into a highly productive powerhouse. With IGEL software maintenance which includes IGEL Select Support, you can match the appropriate level of assurance required to make sure your IGEL-managed endpoints, and more importantly your users, never miss a beat. That's good for both your business and your people.



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Revolutionary in its
Simplicity