IGEL Advanced Services

IGEL Business Continuity Accelerator Enterprise

Assisting Organizations with Work From Home Initiatives

As the COVID-19 situation continues to evolve and front-line heroes are working hard to protect us all, our IGEL Advanced Services Global team members are also working hard in supporting our valued customers and partners accelerating their Work From Home (WFH) initiatives.

Our mission is to provide best possible support for our customers and partners through these difficult times related to COVID-19 outbreak. Keeping that in mind, IGEL Advanced Services team has developed an IGEL Business Continuity Accelerator package which includes configuration, setup, and implementation of IGEL Cloud Gateway (ICG), combined with IGEL OS endpoint devices to provide a centrally managed remote endpoint solution. IGEL Advanced Services team has developed a robust process to expedite the installation and configuration of your ICG infrastructure to support your Business Continuity and Work from Home initiatives. Utilizing your existing IGEL UMS infrastructure, the new ICG infrastructure becomes a WFH extension of what you already have.

What's Included:

- Quick pre-requisite / health check to ensure Ports (UMS, Console, ICG) / HW / SW Requirements (latest Firmware, Licenses, and available certificates, etc.) are in ready shape for ICG Install and setup

- Identify connectivity and deployment methodology for IGEL ICG endpoints

ICG and UMS Profile Configuration:

- Configuration of UD Pockets

- Install ICG on Azure / AWS / On prem - Ubuntu DMZ Server <> Certificate enrollment <> UMS Profile Configuration

- Create/ test process for ICG endpoint deployments

- Assist with pilot deployment of ICG endpoints

- Document the deployment

- Knowledge transfer and provide necessary training

Piloting ICG Device rollout:

- Help troubleshoot any ICG Infrastructure / Endpoint issues

- Knowledge transfer on ICG and additional ICG connected endpoint deployments

- Access to IGEL Academy

Also Included:

Additional Help with having access to IGEL Subject Matter Expert (SME) TRM (Technical Relationship Manager) for 5 days (up to 40 man hours):

- For any further assistance with ICG endpoint deployment and assistance

- Access to IGEL priority support related to new remote IGEL devices

Questions?

Should you have any questions about our services, contact the IGEL Advanced Services team directly:

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