



IGEL ADVANCED SERVICES

IGEL Business Continuity Accelerator Enterprise

Assisting organizations with Work From Home (WFH) 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.





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WHAT'S INCLUDED:

- Quick pre-requisite / health assessment (UMS, Console, ICG) / validate ICG HW & SW requirements (latest firmware, licenses, and available certificates, etc.)
- 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 managed endpoints
- As-built document
- Knowledge transfer

Piloting ICG device rollout:

- Help troubleshoot ICG managed endpoint issues
- Review & define deployment methodology for ICG managed devices
- Access to IGEL Academy

ALSO INCLUDED:

Assistance from an IGEL TRM (Technical Relationship Manager) for up to 5 days (up to 40 working hours):

- Continued assistance beyond pilot with ICG endpoint deployment
- Access to IGEL priority support related to ICG-managed IGEL devices

QUESTIONS?

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

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