



APP NOTE

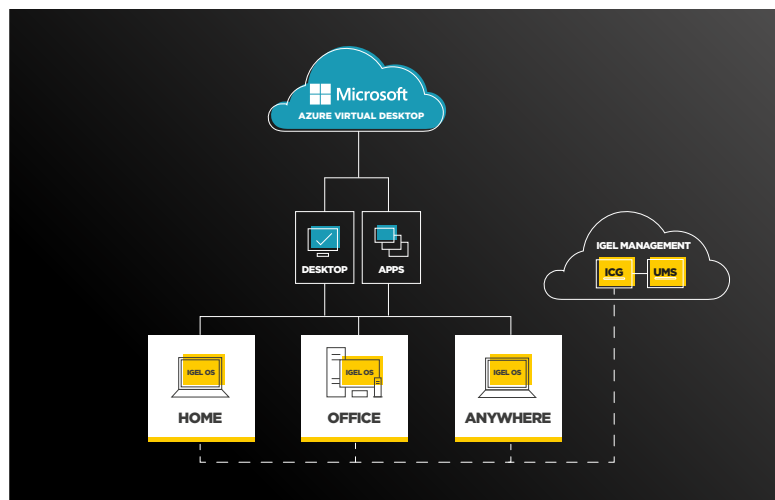
SECURE AZURE VIRTUAL DESKTOP (AVD) PRINTING WITH IGEL & EZEEP

Many organizations have switched their virtualized user endpoints from traditional on-premises VDI to the cloud. Besides reducing capital and operational expenses while increasing security, high accessibility - wherever an Internet connection is available - makes using the cloud an attractive alternative.

A well-trusted provider in the provisioning of a trusted, robust cloud platform is Microsoft. The Azure Virtual Desktop (AVD) service was launched in 2019, at that time known as Windows Virtual Desktop. It is a Microsoft Azure-based system for virtualizing its Windows operating system for comprehensive, strategic use of the cloud as a feasible and powerful source for companies of all sizes, who may run some or all their business through the Azure cloud. Microsoft's objective with the Azure cloud and AVD is to provide a ubiquitous delivery of enterprise-class virtual apps, desktops, and cloud workspaces to organizations around the world.

To reach the AVD service from a user endpoint device, the operating system of the connecting device must support client software that communicates with AVD. IGEL OS is the next-gen edge OS for cloud workspaces, and was the first Linux-based endpoint OS validated by Microsoft for use with AVD. Simple, smart, and secure, IGEL OS allows access to AVD and other DaaS and VDI solutions in a secure, cost-effective, and user-friendly way for both end-users and IT staff.

IGEL OS can run on any compatible x86-64 device. This fact can save big money since with lean, lightweight IGEL OS, existing PCs and laptops most likely have more than enough CPU power and RAM to access Windows in the cloud. This means existing endpoints can oftentimes continue to run on IGEL OS for years, thus negating the need to purchase new endpoint hardware. The IGEL OS software is easily installed in minutes and the endpoint management platform can scale to manage up to 300,000 endpoints, all managed from the world's leading virtual endpoint device management system - the IGEL Universal Management Suite (UMS). In combination with AVD, it is very popular in companies offering a work-from-anywhere or remote work policy to employees.



New challenges

The use of a cloud service like AVD enables people to work from anywhere. The advantages of this have become very clear since the onset of the global COVID-19 pandemic. End-users just need an Internet connection to access AVD and their known digital workspace from an IGEL OS-powered endpoint. Whether working from home, the office, or anywhere else - organizations and their employees can be sure to access a full corporate-managed digital workspace. IGEL OS-powered endpoints located anywhere off the corporate network can be fully managed as if they were on the local LAN and controlled by IT as long as there is Internet connectivity.

However, with the movement of digital workspaces into the cloud, the need to reliably print documents remains, which can be a challenge when desktops are virtual and end-user devices and printers are widely distributed, but the printing process remains physical.

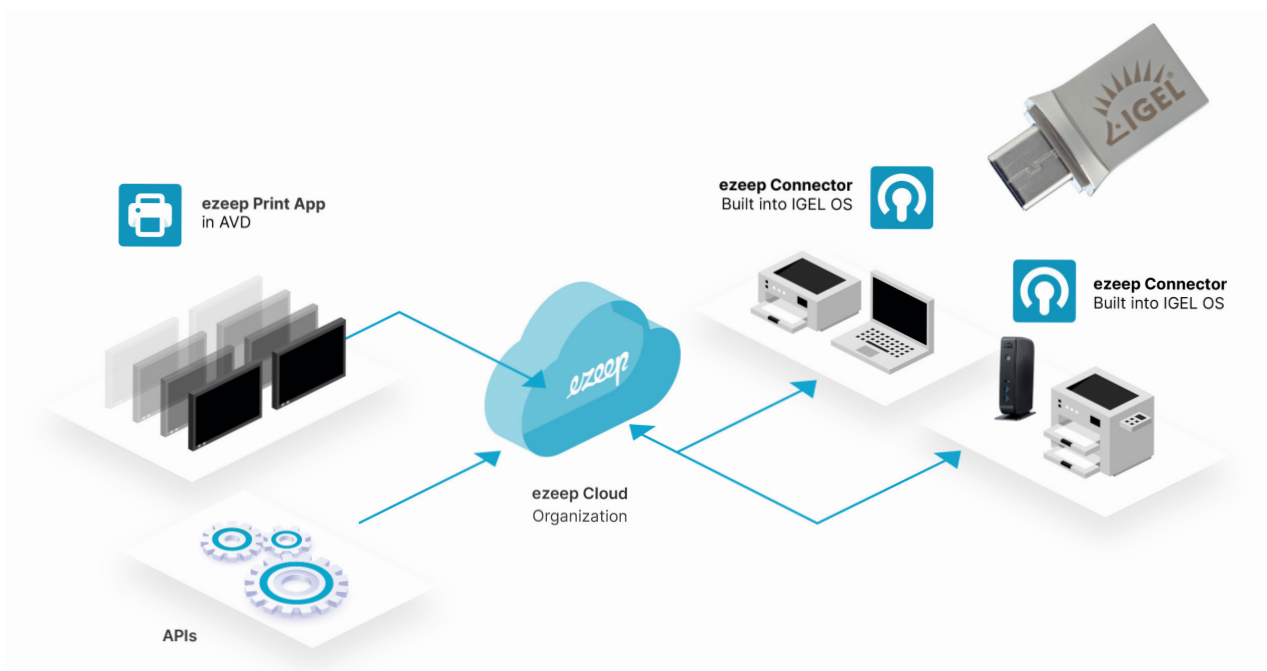
Printing in AVD with ezeep

ezeep's Azure-based printing solution was developed in collaboration with Microsoft to ensure easy and secure printing in all Azure virtual desktop environments, bridging the gap from the existing on-premises printing infrastructure to the cloud. ezeep ensures a reliable, fast, and user-friendly printing experience in line with business requirements and without compromising user flexibility.

Why ezeep for Azure Virtual Desktop?

- **Printing is critical for digital transformation**
From labels in manufacturing to receipts in retail outlets and everything in between, printing is the bridge between digital and physical processes. ezeep is the only print solution that can handle the challenges of digital transformation.
- **Designed for modern work environments**
Whether it's a zero-trust setup, a label printer, the need for an API or a specific business challenge, ezeep integrates easily and is completely printer, device and OS agnostic.
- **Enterprise-grade AVD print management**
The easy-to-use web console lets you centrally manage your Azure Virtual Desktop print environment without ever having to worry about print data security, failover, printer drivers, or print server operation.
- **Scalable, highly available by design**
ezeep's cloud-native platform running on Azure is designed to grow dynamically with usage and distribute workloads across multiple nodes.
- **Plug & play connected network and branch office printers**
Any printer is now a remote printer. Just plug it into the network and all printers will become immediately available.
- **Easy to use and seamlessly integrated**
ezeep is seamlessly integrated with Azure Active Directory and IGEL OS so no additional user sign-up is needed. Users see a printer icon as they would normally and can print as expected. An intuitive self-service portal even allows users to pick their own printers.

ezeep & IGEL technical setup



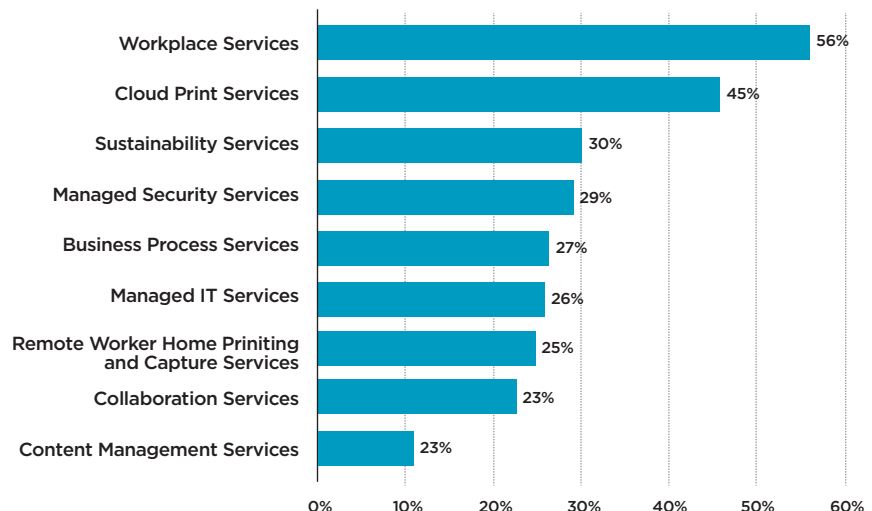
Works with any printer: ezeep allows any existing printer to be used from an IGEL OS device. Home office and office printers are supported just as well as label and other specialty printers in a lab or retail outlet and connections can be made via the local network or USB.

No print servers or printer drivers: ezeep handles all the tricky parts of printing to deliver a high-quality print out to the user's IGEL OS devices. No print servers or printer drivers are required in AVD, Azure or at the user's location.

Integrates seamlessly into Azure Virtual Desktop: ezeep is seamlessly integrated into IGEL OS and no extra login is necessary, meaning that a user's printers will appear in AVD instantly. Only ezeep can do that.

Cloud Services - many companies already rely on

In April 2010, Quocirca¹ published its Cloud Print services report. The study revealed that over three-quarters (77%) of organizations are already using some form of cloud service to manage at least some of their print jobs, with 21% using cloud services to manage over 50% of the workload.



¹ Quocirca is a primary research and analysis company specializing in the business impact of information technology and communications (ITC).

Who depends on ezeep?

Retailer with 2,800 locations

Solid print infrastructure for retailer with 2,800 stores and warehouses via ezeep, AVD and IGEL OS.

- Flawless remote label printing for warehouse staff
- Local printer redirection for store workers
- Seamless transition between processing customer's order and printing invoices and collection slips

Food processing factories

Reliable printing for on-site AVD environment and mobile sales staff with IGEL UD3 thin clients.

- ezeep's technology provides the bridge needed for daily printing needs from virtual desktop infrastructure
- Remote or on site, ezeep enables workers to address printers from anywhere and from any device

Financial services

Zero trust printing for banking and financial services working remotely.

- Workers with zero-trust laptops in home office can print to their personal printer on the local network
- Printer driver management and installation carried out remotely, saving time
- ezeep enables zero trust while reducing the management burden for hybrid work infrastructure

Used car parts dealer

Automatic label printing from custom ERP solution with the ezeep API.

- Startup prints labels for used car parts directly from their ERP system in a complete software-based workflow
- 900 plug-n-play ezeep Hubs implemented for easily scalable and manageable print infrastructure

By combining IGEL's platform-independent edge OS for cloud workspaces and virtual endpoint management and control that is simple, smart, and secure with ezeep's cloud printing solution, organizations can operate at peak effectiveness while IT departments can dramatically simplify the process of endpoint and print management across the entire organization, saving both time and money.

To learn more visit ezeep on the [IGEL Ready Showcase](#).