



FAQ - FOR CUSTOMERS AND CHANNEL PARTNERS

IGEL COLLABORATES WITH HP INC. TO OFFER IGEL OS ON HP THIN CLIENTS

1. **Why is IGEL partnering with HP Inc. to enhance HP thin clients, when IGEL offers its own thin client devices?**

This partnership showcases two of the world's top thin client technology leaders collaborating in support of the global end user computing (EUC) market. Like IGEL, HP is a leading industry player in the thin client market with a deep customer and channel reach. By partnering, HP and IGEL deliver greater choice to customers and partners, where HP customers can now choose IGEL OS as an option on HP hardware and IGEL customers and partners have access to more validated platforms for IGEL OS.

With IGEL OS pre-installed on HP t430, t540 and t640 devices, orderable with dedicated SKUs, customers can now select IGEL innovation without going through the vendor validation and procurement steps to approve IGEL as an authorized vendor. This shortens sales cycles for customers and channel partners selecting HP hardware while giving customers a faster time to value. This also enables IGEL to reach a potentially untapped market where HP is already a proven and validated vendor for customers around the globe.

2. **What value does the alliance with IGEL offer HP Inc?**

The IGEL collaboration with HP is in direct response to customer demand for HP devices that are running IGEL OS. This enables HP to offer a choice of operating systems to customers and partners which customers know is being supported by both IGEL and HP.

3. **Which HP thin clients feature IGEL OS?**

Through this agreement, IGEL OS comes pre-installed on HP t430, t540 and t640 devices which are available directly through HP channel partners and distributors, globally, via dedicated IGEL OS HP SKUs. With the uptick in mobile thin clients offered through the IGEL Ready program, additional HP devices offering mobility are anticipated in the future.

4. **When are the HP devices with IGEL OS available?**

The HP devices with IGEL OS image pre-installed are available ex-factory from December 13, 2021 through HP channels worldwide.

5. **How is IGEL OS made available to customers on HP thin clients? Is the software pre-installed? Who is performing the factory load?**

Yes, the IGEL OS image provided by IGEL is pre-installed by HP on t430, t540, and t640 thin client devices, with dedicated HP IGEL OS SKUs. HP performs the factory load of the IGEL OS image in multiple HP locations worldwide.

6. What functions does the IGEL OS Starter License enable? What is included? What is the duration of this test license?

The HP devices include the IGEL OS Starter License pre-installed. This license enables the user to run tests with IGEL OS, IGEL Universal Management Suite, and enabling technologies of the Enterprise Management Pack without multimedia codecs for 30 days. After this time, a purchased license is required to remain active on the HP device. The customer can extend the testing phase by registering with IGEL for a 90-day evaluation license which includes a multi-media codec pack. For more details on the features and functionality of the starter and evaluation licenses view [IGEL Software License](#).

7. What version of IGEL OS is available on HP thin clients?

An IGEL OS Starter License activates a full trial version of the latest IGEL OS (currently IGEL OS 11.06).

8. Does HP sell IGEL Workspace Edition and other IGEL software?

IGEL Workspace Edition licenses, necessary to activate the pre-installed IGEL OS software, will be available through IGEL channel partners in support of HP hardware implementations. IGEL is 100% committed to the channel and both HP and IGEL will work together to enable the channel for any additional software delivery customers may require. At this time HP will not be selling the IGEL OS licenses.

9. Does HP ship a fully functional version of IGEL OS with support for Microsoft, Citrix, VMware and Amazon WorkSpaces?

Yes. The IGEL OS image pre-installed on HP devices offers support for all the leading industry protocols available on IGEL OS (this includes as many as 17 different industry protocols).

10. HP recently acquired Teradici, another IGEL alliance partner. Do the factory loaded devices also support technology from Teradici? If so, how and what does the integration offer?

Yes. The pre-installed IGEL OS image supports the Teradici PCoIP Ultra protocol. In order to activate the PCoIP client you must register your 30-day starter license on the IGEL website to receive an [IGEL Evaluation License](#).

11. As part of this agreement, who provides support for IGEL OS? Is there be any added cost for this support?

Under terms of the agreement, HP and IGEL collaboratively deliver support for the HP thin clients with IGEL OS. HP delivers the support for HP hardware. IGEL delivers support for the IGEL OS software. Both teams collaborate on a joint support process to make support requests as seamless as possible for customers. Click [IGEL support](#).

12. How do IGEL's Universal Management Suite (UMS) and HP's Device Manager work together?

IGEL UMS is the endpoint management platform to manage IGEL OS-enabled devices. HP's Device Manager is the tool that manages HP's ThinPro OS-enabled devices. The two tools do not work together.

13. What are some of the key benefits channel partners gain from the alliance between IGEL and HP?

For IGEL and HP channel partners, the benefits this partnership provides include greater choice, simplified support, streamlined procurement, supply chain and fulfillment, worldwide. This enables channel partners to offer improved customer choice and innovative options with a faster time to value and deal close process.

In some regions, distributors are offering an even more simplified bundle with additional IGEL software, including IGEL Workspace Edition with IGEL UMS extensions, which makes sourcing and fulfillment even easier for resellers. Contact your regional IGEL channel manager for additional details.

14. How can channel partners access and sell HP thin clients with IGEL OS?

The HP thin clients pre-installed with IGEL OS are available with HP SKUs through any HP partner or distributor, including regional channel partners and distributors.

15. Is HP currently the only IGEL Ready partner invited to be an IGEL Ready Strategic Platform Level vendor? What does it mean to be an IGEL Ready Strategic Platform Level vendor?

Yes. HP is an inaugural partner in the new IGEL Ready Strategic Platform Level, which is offered to members by invitation only. For more information visit [IGEL Ready](#).

16. Is IGEL getting out of the hardware business?

IGEL is not getting out of the hardware business, but our primary focus is on software and offering increased choice for customers and partners. IGEL still designs and offers a suite of advanced thin client products for those customers wishing to purchase both software and hardware from IGEL.

17. My HP Reseller partner does not carry IGEL - where can I purchase the IGEL OS licenses that I need?

IGEL encourages HP partners to join the [IGEL Velocity Channel Partner program](#). Click on the link for more information on this program.

For customers seeking to purchase IGEL OS licenses, a full list of IGEL Authorized reseller partners is available in this [find a partner location](#). Click on the link to open this tool.

18. As an authorized channel partner, how do I register a deal for deal protection? With HP or IGEL or both?

Orders for the HP thin clients pre-installed with IGEL OS should be registered as both HP and IGEL deals. If the partner is selling both the hardware and software licenses the order needs to be registered for that partner with both HP and IGEL. For IGEL partners that are only fulfilling the IGEL OS licenses, but not selling the hardware, the deal should be registered with IGEL.

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