

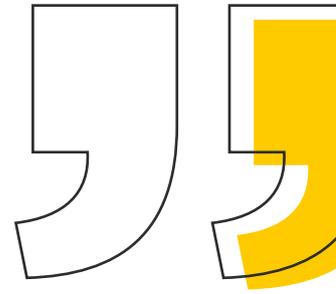


# **AGILE WORKING** **IN INSURANCE WITH** **IGEL AND HP**

**Enable secure access to digital  
workplaces and cloud workspaces  
from anywhere.**



# TO REMAIN COMPETITIVE IN THE FUTURE,



**insurance companies are increasingly turning to agile methods and flexible workplace models. IGEL and HP support this new way of working. The combination of IGEL OS and mobile thin clients from HP gives users more freedom, protects sensitive data, and reduces IT costs.**

Many insurance groups are in the process of a digital transformation. Business models that have worked well for a long time must be reinvented for digital and hybrid working. For established insurance providers, embracing digital transformation and agile business models is essential to maintain their competitive edge against newcomers who are entering the market with innovative and disruptive offerings.

On the one hand, this involves digitizing existing products, developing new services, and addressing customers through a wide variety of channels. However, technological innovations on the supply side are only part of the necessary transformation process. Insurance companies must also realign their internal processes and become more agile to respond more flexibly to changing market and customer demands.

Many groups are completely restructuring their organization, saying goodbye to rigid hierarchical structures, and forming agile teams that work like independent companies. The aim is to accelerate the development of innovative products and to use the methods of successful Insurtech startups.

The Corona pandemic continues to drive organizational change in the insurance industry. Most companies have consistently relied on a work-from-home strategy from the beginning and are now among the pioneers of a hybrid work environment. Instead of returning to the previous office culture, they are introducing flexible workplace models - with desk sharing at headquarters and several days of home office per week. In addition, many corporations are reducing their office space and renting space in coworking office spaces for their agile teams as required.

This rapid transformation poses major challenges for IT departments. They must be able to provide digital workspaces at any location - without compromising on performance, security, and user experience. This is the only way to successfully implement the shift to agile methods and new workplace models.

# IGEL AND HP SUPPORT THE AGILE TRANSFORMATION

Today, numerous companies in the insurance industry rely on technologies from IGEL and HP to provide secure access to digital workplaces and cloud workspaces from any location. Thin clients from HP and IGEL's endpoint operating system for VDI and DaaS combine to create a cost-effective and easy-to-manage work environment for the new hybrid work era. Whether insurance companies run a virtual desktop infrastructure (VDI) in their own data center or rely on a desktop-as-a-service (DaaS) offering from the cloud, HP and IGEL solutions can support all agile workplace concepts. HP's premium hardware and IGEL's Linux-based, centrally manageable operating system simplify endpoint management and control, improve data security, and facilitate the deployment of the latest VDI and DaaS capabilities from vendors such as Citrix and VMware, and works closely with Microsoft AVD and Windows 365/Cloud PC to enable a streamlined digital workspace for hybrid work.

IGEL OS is already running on hundreds of thousands of thin clients from HP - and at the end of 2021, IGEL and HP intensified their partnership even further. Since then, select thin client models from HP have been shipped with IGEL OS preinstalled.

One solution strategy that is perfectly suited for agile workplace scenarios is the combination of mobile thin clients such as the HP mt46 with the IGEL Workspace Edition - consisting of IGEL OS and the IGEL UMS management software. This combination addresses the typical challenges that insurance companies face today in transforming their working environment.



# EMPLOYEE EXPERIENCE AS A KEY FACTOR FOR NEW WORKPLACE MODELS

The most important success criterion for implementing agile workplace models is user acceptance. Only if the new strategy meets the requirements of all employees can innovation and productivity also be strengthened. The choice of the right endpoint device plays a very decisive role in providing a positive digital employee experience, DEX.

The HP mt64 Mobile Thin Client offers users from the back office to the field everything they need to work comfortably in the office or on the road. The lightweight and ergonomic device opens easily with one hand and features a high-quality, water-resistant backlit keyboard. Long battery life and fast, effortless connectivity keep users connected. The integrated USB-A, USB-C, and HDMI ports let you connect additional devices such as headsets and external monitors when needed. A versatile docking station is also available as an option. In online meetings, users benefit from the powerful webcam with a wide field of view and the excellent sound quality of the installed audio components from Bang & Olufsen.



HP's hardware perfectly complements the capabilities IGEL OS provides to users. The endpoint operating system for VDI and DaaS is optimized for use with unified communications applications such as the latest version of leading tools like Zoom, Microsoft Teams, Cisco WebEx Teams and Meeting VDI, JVDI, and Avaya with corresponding headsets from EPOS, Jabra and Poly. Ongoing updates with the latest versions of all popular codecs guarantee an outstanding multimedia experience. IGEL also supports HDX and PCoIP technologies, which offload much of the multimedia processing to the operating system and run critical communications components in real time on the end device. The result is a high-fidelity experience for video conferencing and online meetings.

Insurance companies can therefore provide their employees with a mobile, digital workplace solution with solutions from HP and IGEL that perfectly supports agile teamwork and virtual communication from any location. In addition, IGEL OS can be adapted to the corporate branding so that employees can work on the mobile thin client on a user interface that matches the look and feel of the company.

# COMPREHENSIVE DATA SECURITY IN AGILE WORKING ENVIRONMENTS

The mobile workstation solution from HP and IGEL offers several security benefits. IGEL OS does not store customer and business data locally on the device, but simply connects to the user's virtual desktop or cloud workspace. As a result, the company retains full control over data security and sensitive information is protected in the secured cloud or data center environment. If a mobile thin client is lost, customer or business data is not on the device and the device can be remotely managed by the IT admin.

IGEL OS also helps to safeguard endpoints from potential risks such as malware and cyberattacks. IGEL OS is purpose-built for VDI, DaaS, and digital workspaces. Its tiny firmware "footprint" makes it very lightweight and efficient. In addition, the read-only and modular structure makes the operating system itself tamper-proof and allows IT to switch off unnecessary features, with no business data stored on the device for hackers to target. In addition, IGEL OS has a unique chain of trust that ensures end-to-end integrity by verifying every step of the boot process from the user hardware/UEFI to the target VDI host or cloud workspace provided by Citrix, VMware, Microsoft or other vendors. If the chain of trust detects a failure at any step, the end user is alerted and IT can take appropriate action.

Finally, IGEL's ecosystem of more than 120 technology partners enables rapid integration of additional security technologies. Insurance companies, for example, can easily combine multi-level authentication procedures with IGEL OS to ensure maximum endpoint security in agile work environments.



# EFFICIENT MANAGEMENT ACCELERATES THE TRANSFORMATION PROCESS

Centralized control and management of endpoints via the IGEL UMS takes the burden off the IT department during ongoing operations, making it easier to implement agile workplace models. With IGEL UMS software, a single administrator can manage tens of thousands of remote HP mobile thin clients from a single console. This significantly reduces the time required to configure, update, and patch endpoints.

IGEL's zero touch deployment greatly simplifies the commissioning of new devices: users only need to switch on their mobile thin client and connect it to the Internet - all further configuration steps are then carried out automatically via the UMS.

Firmware updates and patches for IGEL OS are tiny compared to Windows updates and patches and also occur much less frequently. IT administrators can distribute these very efficiently via the IGEL UMS. Other system components - including VDI clients from Citrix, Microsoft, and VMware - can also be updated automatically via the central management console. IGEL releases four new feature versions of IGEL OS every year, providing very rapid support for the latest capabilities of the most important VDI and DaaS solutions.

Through the IGEL Cloud Gateway (ICG) feature, the UMS can also manage devices outside the network without the need for a VPN connection. Mobile thin clients are managed via a securely encrypted TLS tunnel. A UMS administrator can even mirror the screen of a remote device and take over the user's keyboard and touchpad controls. This simplifies troubleshooting and user support, and ensures that technical inquiries from employees are resolved quickly - no matter where they happen to be working.



# SMART WORKPLACE STRATEGIES SAVE IT BUDGET AND HELP PROTECT THE ENVIRONMENT

The centralized and largely automated management of mobile thin clients significantly reduces ongoing IT costs - especially compared to a client landscape with Windows on the end devices and locally installed applications. Regardless of whether an insurance company uses 100 or 10,000 end devices: The administration effort for the IT department remains virtually the same, which is extremely simple.

IGEL customers also report that the number of support tickets for their endpoints has dropped by up to 95 percent with IGEL. An important reason for this is again the modular system architecture of IGEL OS. All features that are not required are simply switched off. This reduces complexity on the endpoint and eliminates potential sources of errors.

Finally, another good reason for switching to an endpoint solution from IGEL and HP is the potential savings in energy costs. The energy-efficient thin clients with the slim IGEL OS consume less power than classic business laptops. The server and air conditioning costs incurred in the data center are already factored in. The longer service life of the thin clients also reduces the burden on the environment, since fewer greenhouse gases are produced for hardware production.

With solutions from IGEL and HP, insurance companies can reduce their IT costs and free up resources for other digital transformation projects. At the same time, a smart workplace strategy helps to become not only more agile, but also more sustainable. Insurance companies can reduce energy consumption through IT, downsize their office space, and reduce emissions from commuter traffic. In this way, they create the conditions for a future-proof hybrid working environment that ultimately benefits everyone.

**Learn more about IGEL and HP partnership on [igel.com/hp](https://igel.com/hp)**

