IGEL | Ready

Program Guide

Platform. Partners. Possibilities.

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Welcome.
IGEL Ready Partner Program

IGEL is the leader in providing a secure endpoint OS for enterprises now and next. Designed for VDI, DaaS, SaaS and secure browsing, IGEL OS delivers a first-class user experience while being seamless to manage – saving money, fueling growth, supporting sustainability and driving organizations forward.

IGEL OS supports a Zero Trust approach to security through the unique IGEL Preventative Security Model removing the attack vectors often exploited by bad actors. Trusted by leading healthcare, financial services, retail, manufacturing, and government leaders worldwide,

IGEL has a growing ecosystem of more than 125 integrated IGEL Ready ecosystem partners and is represented by partners in over 50 countries. For more information on IGEL, visit www.igel.com.

DISCLAIMER

- This IGEL Ready Partner Program guide (the "guide") provides an overview of the Partner Program. The terms that govern the Partner Program are contained in the IGEL Ready Partner Program Agreement (the "agreement") entered into between IGEL and each partner participating in the Partner Program. All terms not otherwise defined herein shall have the meaning set forth in the agreement.

- This Program Guide is referenced in the IGEL Ready Program Agreement.

- This Program Guide comes into effect on the update date listed below and replaces all prior versions of the Program Guide. IGEL may announce changes at any time to the Program, including but not limited to: changes to benefits and requirements, introduction of new product lines, and changes to product categorization. These changes will be clarified in future Program Guide updates. Changes to the Program specified in the Program Guide take effect thirty (30) days from the date of the announcement.

- The only binding part of this Program Guide is the content specified in this document and not the content contained in any of the links.

- This Program Guide was last updated December, 2023.

- If you have any questions, comments, concerns, or suggestions we want to hear from you. Contact us any time at ready@igel.com.

- Thank you for partnering with us. We look forward to working with you on building a great partnership and providing the best solutions and support for every customer and partner.
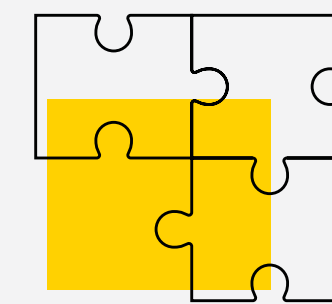
IGEL Ready
Program Overview

The IGEL Ready Program is an exclusive partner program designed for hardware, software and peripheral companies that want to develop verified, integrated solutions with IGEL technologies. As a member of the program, you can test and validate your products and solutions to give your customers confidence that your offerings work seamlessly with IGEL OS in their environment.

IGEL Ready also offers enhanced benefits specifically designed to drive solution awareness, collaborative go-to-market activities, and technical enablement. In turn, our scalable joint go-to-market campaigns and engagement programs will also help elevate your brand and solution awareness in evolving world of hybrid workspaces.
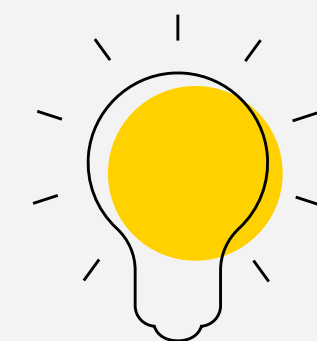
Empower your customers and give them the confidence that your solutions work seamlessly with IGEL in their environment

Seamless Integration

Increased Revenue

Solution Showcase & App Portal

Customer Delight

IGEL Ready Program Tracks
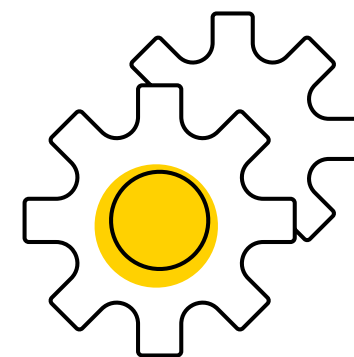
Enable a high quality experience for your customers.

❯ **IGEL Ready Developer Program**
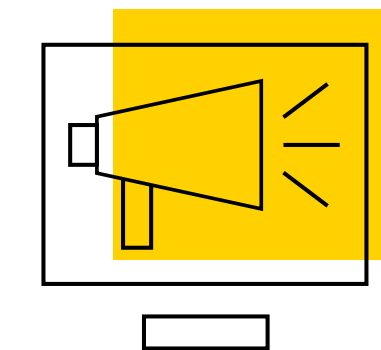
❯ **IGEL Ready Certified Hardware Program**

A showcase for your product or solution

IGEL Ready offers you an opportunity to showcase your offerings to 17,000+ IGEL customers and 1,300 resellers. Capture new customers and market your solutions on the **IGEL Ready Showcase** and **IGEL App Portal**.

Certification with IGEL

Give your customers added confidence in the compatibility of a joint solution when you obtain IGEL's highest level of endorsement through the testing and certification processes defined or performed by IGEL.

Marketing, technical and training resources

Get insider access to development tools, technical resources, IGEL product updates and new release info. Promote, market and sell your IGEL Ready offerings with innovative marketing programs designed for you.

IGEL Ready
Developer Program

The IGEL Ready Developer Program is designed for ISVs who would like to build an app for IGEL OS.

By building your app and having it listed on the IGEL Ready Showcase and IGEL App Portal, you are gaining visibility to thousands of customers and channel partners as well as providing a seamless and easy way for customers to directly deploy your app on IGEL OS.

Program benefits

Click **here** to view the full list of IGEL Ready Developer Program Benefits

Program fee

Pricing: $5,000 USD annually

STEP 01	STEP 02	STEP 03	STEP 04	STEP 05
Apply	**Program Agreement**	**Build your App**	**IGEL Ready**	**Promote your App**
Click to accept the NDA and submit the Program Application form on the IGEL Ready Hub.	Once your application is approved, download and sign the IGEL Ready Program Agreement.	Use your NFR licenses and the OS12 SDK to build your app.	Once your app is approved by the IGEL team and your IGEL Ready agreement is countersigned, you activate your membership in the IGEL Ready program. At this time your app will be published on the IGEL App Portal. Also, create your unique IGEL compatible solution profile on the IGEL Ready Showcase to start promoting your app.	Work with the IGEL Ready team to promote your app to thousands of customers via social, blogs, press release, and other marketing channels.
		IGEL will provide the SDK and documentation kits including all of the tools you would need to perform the required testing to complete the app building process. Submit the app and related forms via the IGEL Ready Hub.		

Program Benefits

Listing on IGEL Ready Showcase	●	Opportunity to train IGEL Sales teams	●	Access to IGEL Ready kits and how-to guides	●
Listing on IGEL App Portal	●	IGEL Ready quarterly updates	●	Access to IGEL Academy*	●
Access to IGEL Ready Partner Hub	●	Priority invitation to sponsor IGEL DISRUPT conference	●	Discounted pricing on IGEL Academy Premium	●
Press release	●	IGEL Ready newsletter	●	Ability to submit support tickets	●
IGEL Ready branding	●	Priority invitation and discount on sponsoring industry events*	●	Support during the app building process	●
IGEL Corporate logo	●	Joint business engagement and planning	●	IGEL Product Roadmap Sessions (NDA)	●
Social media	●	Invitation to exclusive annual IGEL Ready partner event	●	Opportunity to train IGEL technical teams	●
IGEL blogs	●	Regular cadence with the IGEL Ready team	●	Publish training modules on IGEL Academy	●
Lead Generation webinar (1 per year)	●	IGEL NFR Licenses	●	Initial verification and integration support by IGEL (additional cost)	●
Co-branded marketing materials	●	Access to Development tools, documentation & API's	●	Access to IGEL Solution Architect	●
Opportunity for podcast and video interview	●				

* Subject to availability

IGEL Ready
Certified Hardware Program

IGEL has strong, longstanding partnerships with global leaders of endpoint and peripheral manufacturers.

Program benefits

Click **here** to view the full list of
IGEL Ready Certified Hardware Program Benefits

Program fee

Pricing: Certified: $8,000 USD annually

Non-Certified: $2,500 USD annually

These partners offer IGEL Ready Certified devices that have undergone rigorous, in-depth testing at IGEL labs. IGEL Ready Certified devices are supported by IGEL, providing seamless hardware and software support for customers. These devices are published on the **IGEL Ready Showcase** for easy access to our customers, resellers and channel partners.

Visit the **IGEL Ready Showcase** to view a full list of products.

IGEL also partners with a limited number of IHVs who offer non-certified devices which are partner tested and partner supported. If you are a hardware manufacturer interested in partnering with IGEL, please write to ready@igel.com to learn more about the eligibility and qualification process.

Hardware Program Benefits

	IGEL Ready Certified	Non-Certified Hardware
Listing on IGEL Ready Showcase	●	●
Access to IGEL Ready Partner Hub	●	●
Press release	●	
IGEL Ready branding	●	●
IGEL Corporate logo	●	●
Social media	●	
IGEL blogs	●	
Lead Generation webinar (1 per year)	●	
Co-branded marketing materials	●	
Opportunity for podcast and video interview	●	
Opportunity to train IGEL Sales teams	●	

	IGEL Ready Certified	Non-Certified Hardware
IGEL Ready quarterly updates	●	●
Priority invitation to sponsor IGEL DISRUPT conference	●	
IGEL Ready newsletter	●	●
Priority invitation and discount on sponsoring industry events*	●	
Joint business engagement and planning	●	
Invitation to exclusive annual IGEL Ready partner event	●	
Regular cadence with the IGEL Ready team	●	
IGEL NFR Licenses	●	●
Access to Development tools, documentation & API's	●	●
Access to IGEL Ready kits and how-to guides	●	●
Access to IGEL Academy*	●	●

	IGEL Ready Certified	Non-Certified Hardware
Discounted pricing on IGEL Academy Premium	●	
Ability to submit support tickets	●	●
IGEL Product Roadmap Sessions (NDA)	●	
Opportunity to train IGEL technical teams	●	
Publish training modules on IGEL Academy	●	
Initial verification and integration support by IGEL (additional cost)	●	
Access to IGEL Solution Architect	●	

*Some courses and training programs may involve an additional fee. Special opportunity to train IGEL technical teams - Only for Certified discounts may be offered as applicable.

Resources

As an IGEL Ready partner, you will have access to exclusive resources to promote your IGEL Ready designation and to further support your IGEL Ready journey.

IGEL Ready Partner Hub

IGEL Ready Partner Hub is your self-service portal for managing your partnership with IGEL. You can access all your technical and marketing benefits via this portal. You can also easily manage your IGEL Ready membership account and choose to renew or upgrade your membership as desired.

Some important benefits and resources that you can access via IGEL Ready Partner Hub are as follows:

a. **Manage IGEL Ready membership:** The Ready Partner HUB can help you manage your IGEL Ready membership, renewals and upgrades. You can also manage your company contacts, users and admins per the company roles.

b. **Co-branded templates:** IGEL Ready partners have access to a broad variety of co-branded marketing templates to create collaterals such as whitepaper, solution brief, case study, eBook etc. as outlined in the marketing benefits matrix. The partners can work with the IGEL Ready team to build and review these co-marketing assets. This access would vary based upon IGEL Ready membership level.

c. **IGEL Licenses, development tools and API's:** IGEL Ready partners receive access to development tools such as NFR licenses, APIs, SDKs, toolkits and product and development support, allowing partners to test, integrate and develop solutions with IGEL.

d. **Training and certification on IGEL products:** An important element of the IGEL Ready program is knowledge transfer through education and training. With the program, you can get access to the required training and certification courses to enable you to build, market and support your IGEL integrated solutions and offerings (Please note, some courses may require a fee.)

e. **IGEL Ready logo and Brand Guidelines:** The IGEL Ready badge is awarded to partner hardware and software products and solutions that have successfully met the test criteria set by IGEL (badges vary and are dependent on partner type and level). As a key element, the brand logo gives customers added confidence in the compatibility and technical integration of the hardware and software product, or joint solution. You can download the IGEL Ready logo and review the visual identity/ branding guidelines on the IGEL Ready Partner Hub. It is important that you use the IGEL Ready logo in accordance with the trademark usage terms specified in your IGEL Ready Partner Program Agreement.

f. **Technical Support:** The IGEL Ready Partner Program is staffed by IGEL technology experts, solutions architects and technical support engineers to help you integrate and test your hardware, and software products, or solutions with IGEL technology. Access the IGEL Ready Partner Hub to download the verification kits or process guidelines or request additional support. Support varies based upon IGEL Ready membership level.

IGEL Ready Showcase

IGEL Ready Showcase is a one stop shop for customers to explore and evaluate IGEL compatible third-party products and solutions. As an IGEL Ready Partner, you can feature your hardware and software products, and/or solutions the IGEL Ready Showcase giving customers an increased confidence in your offerings. Developer partners will also have their apps featured on the IGEL App Portal

You can create, edit and manage your Showcase company and product profiles via the IGEL Ready Partner Hub. You are encouraged to keep the information on your Showcase profiles relevant, up to date and complete with marketing resources such as brochures, solution briefs, videos etc.

Showcase submissions are reviewed by the IGEL Ready team prior to posting.

IGEL Ready Communications

As an IGEL Ready partner, you will get exclusive access to a regular communication and cadence with the IGEL team. Communications from IGEL Ready would include a series of emails and newsletters that will provide the latest news on program benefits, promotions, product updates, and events on a periodic basis. IGEL social media channels are also used to promote joint solutions and other news. In addition, you can participate in an ongoing dialogue with us by sending questions and comments to **ready@igel.com**.

Developer and Certified Hardware partners would also get an elevated and strategic level of engagement with the IGEL Ready technical and marketing teams, including weekly/bi-weekly/monthly calls as decided.

Events

As an IGEL Ready Partner, you will be given a priority invitation to attend live roadshows, classroom training sessions, and other events. Live events include:

a. **IGEL DISRUPT:** The cloud workspaces forum of the year! Featuring the leading industry cloud providers in the EUC, VDI and DaaS marketplace. An open, global conference where customers, analysts, companies, architects, consultants, and product experts converge to see how the IGEL OS and cloud technologies work together to make businesses more agile and efficient

b. **Industry Trade Shows:** IGEL Ready may extend the invitation to your company to join the IGEL booth within industry trade shows to showcase the jointly verified solutions.

c. **IGEL Ready Partner Meetings:** You will be invited to an annual virtual or in-person conference for all IGEL Ready partners. This conference will provide partners with information on program updates, IGEL product roadmaps, key initiatives and other topics. The partners are highly encouraged to join us for these events to stay updated and make the most of their IGEL Ready status.

d. **Custom Training:** All IGEL Ready members receive access to the comprehensive IGEL Knowledgebase and IGEL Academy. Contact the IGEL Ready team to learn more..

Terms & Conditions

You must meet the IGEL Ready Partner Program requirements outlined in this section to be eligible for any of the rights and benefits offered by the program.

Program Level Requirements

In order to qualify for the IGEL Ready Program, partners must meet the following requirements:

1. You must complete and submit the online registration application on the IGEL Ready Partner Hub.

2. You must have agreed to and executed the current IGEL Ready Program Agreement and required addendums based on your tier level.

3. Hardware partners must complete verification or testing of at least ONE hardware using the appropriate IGEL Ready Product Verification Kit, and as per the guidelines set forth by IGEL. Developer partners must create an app using the provided NFR licenses, SDK, and documentation as per the guidelines set forth by IGEL.

4. You must provide all the requested materials needed for your product or verification to be posted on the IGEL Ready Showcase.

5. You must make the annual payment per your designated membership level or type.

Membership Period

The IGEL Ready Program membership period is based on the date you accept the IGEL Ready Partner Program Agreement and the end date specified in the agreement.

Ongoing Requirements

1. **Responsibility for Your Accounts**

   You are responsible for all passwords and all activity associated with your accounts including dealings with third parties that take place through your account or associated accounts. You must also keep passwords and accounts confidential, and you must immediately inform IGEL of any possible misuse of your accounts or any security breach related to the IGEL Ready account.

2. **Company Profile and Membership**

   You must make sure your company IGEL account associated with the IGEL Ready Partner Program is up to date which will enable IGEL to provide better support. You must also provide IGEL with the business, marketing, sales, and technical contacts that will be the primary contacts for the IGEL Ready Partner Program.

3. **Membership Renewals**

   In order to renew your membership, you must meet the requirements for your membership level at the time of renewal. If you do not meet the requirements your membership will not be renewed. IGEL understands that sometimes key resources leave the company and you need time to hire new resources. If this type of change causes you to not be able to meet your membership compliance requirements, please notify us. IGEL will notify your designated contact of any upcoming agreement expirations that are going to occur within the next 60 days.

4. **Reinstating Program Membership**

   If your membership has expired, you may re-apply by contacting ready@igel.com. You must meet the requirements at the time you apply to be reinstated. If your re-application is approved, you will be subject to the current program requirements. IGEL reserves the right to reject any membership re-application without cause.

5. **Compliance**

   IGEL and your company agree to comply with all data protection laws and regulations applicable to it under the terms of this Program Guide. The General Data Protection Regulation Terms ("GDPR Terms") describe the conditions under which IGEL and your company shall comply with data protection laws with respect to any personal data relating to European Union residents obtained by one party (acting as a processor) from the other (acting as a controller) and processed for the purposes contemplated by this Program Guide and/or the IGEL Ready Partner Agreement in force between IGEL and the Partner.

FAQ

About IGEL Ready

Q. What is IGEL Ready?

IGEL Ready is an exclusive partner program designed for hardware, software, and peripheral companies that want to develop verified, integrated solutions with IGEL technologies. The program helps our customers and partners to derive more value from IGEL, by offering a repository of tested and validated products and solutions that work seamlessly with IGEL OS.

Q. What does IGEL Ready mean for customers?

The IGEL Ready designation on your product or solution gives an assurance to your customers that your offerings are compatible with IGEL OS. It also allows customers to easily find your offerings via the IGEL Ready Showcase.

Q. Why should I join the IGEL Ready program?

IGEL Ready offers enhanced benefits specifically designed to drive solution awareness, collaborative go-to-market activities, and technical enablement. Through the program, your company, products and solutions can gain exposure to 17,000+ IGEL customers and 1,300 IGEL channel partners via the IGEL Ready Showcase. Our joint go-to-market programs will also help you create a strong product integration story for our mutual customers.

Q. Who can join the IGEL Ready program?

The IGEL Ready Program is meant for hardware and software companies that want to demonstrate product and solution compatibility with IGEL OS. The IGEL Ready partner ecosystem spans across product and solution companies, across various categories including (but not limited to) :

- Hardware endpoints such as thin clients, laptops, desktop PCs, monitors, etc.

- Printing devices including printers, scanners, printer drivers, printing solutions, etc.

- Software applications for Cloud Workspaces, Desktop as a Service (DaaS), VDI, analytics, monitoring, networking, collaboration, security, etc.

- Peripheral devices such as headsets, smart card readers, keyboards and mouse, smart tokens, flash drives, etc.

On-boarding

Q. How can I join the IGEL Ready program?

You can get started and join the Ready tier of the IGEL Ready program with four simple steps:

- **Step 1** – Complete and submit your IGEL Ready Application Form.

- **Step 2** – Accept our NDA terms and sign the IGEL Ready Program Agreement.

- **Step 3** – Self-verify your products or build your app and submit the results on the IGEL Ready Partner Hub.

- **Step 4** – Begin your IGEL Ready journey at the Ready level. Create and submit your IGEL Ready Showcase profile pages.

Contact ready@igel.com to learn more about elevate your partnership level.

Q. What is the fee for IGEL Ready?

For greater detail, please refer to the Pricing section of the guide on page 7.

Q. What is IGEL Ready Partner Hub?

IGEL Ready Partner Hub is a self-service portal that provides you access to comprehensive information about the IGEL Ready program resources, processes, and benefits to enable you to derive maximum value out of the partnership.

You will get your IGEL Ready Partner Hub credentials once your request to join the IGEL Ready program is accepted. You can then log in to your account to complete your program application, submit product verification requests, and manage your IGEL Ready Showcase profiles. You can use the IGEL Ready Partner Hub at any time to easily manage your membership online and access the latest marketing and technical resources and benefits available to you or raise support tickets.

FAQ

Q. What happens if I decide not to renew my IGEL Ready membership?

If your IGEL Ready partnership is not renewed, you will lose your IGEL Ready status and all program benefits will be suspended after the completion of the 30-day grace period. Your product listing will be removed from the IGEL Ready Showcase. You will no longer have access to the IGEL Ready Partner Hub and other technical or marketing resources as stated in your program agreement.

Marketing

Q. What are the benefits of joining IGEL Ready?

We've created a list of meaningful benefits that can help with your IGEL product integration efforts and in turn elevate your solution awareness in the Cloud Workspaces industry. Key benefits include access to several resources, technical support and maintenance, co-marketing programs including press release, blogs, podcasts, co-branded marketing assets, and more. View the complete list of technical and marketing benefits here.

Q. What is The IGEL Ready Showcase?

IGEL Ready Showcase is an online portfolio of all IGEL compatible solutions, allowing the customers to easily explore and evaluate the right offering for their business needs. All IGEL Ready approved products and solutions are published on the IGEL Ready Showcase. As an approved IGEL Ready partner, you will have the ability to feature and maintain exclusive pages for your company as well as each verified IGEL Ready offering. These pages will allow you to upload important information about your company, products, marketing resources, brochures, and videos.

Q. How can I feature my products on the IGEL Ready Showcase?

Please follow the steps below to feature your product or solution on the IGEL Ready Showcase:

- **Step 1** – Log in to the IGEL Ready Partner Hub using your credentials (You'll receive these credentials after program enrollment).

- **Step 2** – Go to 'Manage Showcase Product Profiles'. Find the list of your approved products.

- **Step 3** – Choose the approved product for which you'd like to create a Showcase profile. Complete and submit the form for approval.

Q: What is the IGEL App Portal?

The IGEL App Portal is where all IGEL OS apps can be found.. Customers can download applications from the app portal to run on IGEL OS12.

Q: How to I feature my app on the IGEL App Portal?

Developer partner apps will be featured on the IGEL App Portal once the app is created by the partner and approved by IGEL

Q. How do I obtain my IGEL Ready logo?

IGEL Ready logo and other marketing templates are available for download in the Resources section of the IGEL Ready Partner Hub. It is important that you use the logo in accordance with the trademark usage terms and branding guidelines set forth by IGEL.

Q. How do I let my customers know about my IGEL Ready membership and status?

The IGEL Ready program offers pre-approved press release templates that may be used by you to announce your IGEL Ready partnership. You are required to get your PR draft approved from IGEL prior to release.

In addition, we encourage you to promote and share your IGEL Ready Showcase pages to your customers. You will have the ability to feature information and marketing assets about your company and verified products via the Showcase webpages.

Technical Verification

Q. How do we submit an app for the IGEL Ready Developer Program?

You can follow these steps on your IGEL Ready Partner Hub account to submit a new product verification –

1. [Prerequisite] Completed and approved IGEL Ready online application.

2. [Prerequisite] You must have accepted the required IGEL NDA/ EULA.

3. Download the SDK and documentation then follow the instructions to begin building your app.

4. Submit the verification results form, including required documentation, log files, or videos.

The IGEL Ready team will review your verification results and provide an approval or request for more information.

FAQ

Q. Is there a fee for product verification with IGEL?

The partners can join the program at the Ready level by completing the self-verification of their products using the resources and test kits provided by IGEL. There is no additional cost for Developer partners can build an app. At this point, there is no cost involved for product verification.

Q. Can I send my devices or products to IGEL for verification?

Hardware partners who are interested in having their device(s) tested by IGEL can begin by applying for the Certified level. Each request must have a business case, customer demand, and must be approved by IGEL. If the request is approved by IGEL, the partner can then send the devices as per the timelines communicated by IGEL.

Q. When can I access my IGEL NFR licenses and APIs?

You will be able to access applicable IGEL NFR licenses after you have accepted the IGEL Ready NDA/ EULA agreement and your IGEL Ready program application has been approved. You can check the status of your application at any time by logging into the IGEL Ready Partner Hub.

Q. How can IGEL NFR licenses be used?

All IGEL software licenses provided through the IGEL Ready program are considered not for resale (NFR) licenses. NFR licenses are solely for the purposes of developing, testing, training (internal only), demonstrating, and supporting integrations between your products and IGEL.

NFR licenses are not perpetual and come with a validity period.

Support

Q. What type of support is available to IGEL Ready partners?

A support incident request can be raised only by an Certified tier partner. The limit is twelve per year for Certified partners.

Q. What happens if I use up my support incidents?

If a partner uses all the provided support incident requests in a year, additional support may be provided by IGEL based on a business opportunity or customer involvement. Please write to ready@igel.com with a business case justification and customer details. The IGEL Ready team will evaluate your request and respond.

Q. What support does IGEL provide to customers using third-party solutions verified by IGEL Ready?

If a customer experiences issues with third-party integration, we recommend the customer to open a support incident directly with the third-party partner. If the partner determines that the issue appears to be with IGEL, the partner can, in turn, open a ticket via IGEL Ready Partner Hub for further assistance.

We recommend that our partners allocate a technical resource that can work with IGEL Support until the issue is resolved.

Q. Does IGEL Ready verification provide a warranty or guarantee related to IGEL Ready products?

No, IGEL Ready does not provide any warranty or guarantee on any product, solution, or application. The IGEL Ready designation only indicates the compatibility of the product with IGEL OS and that the partner or IGEL has completed the verification tests defined by IGEL. It does not provide performance or operational guarantee of any kind.

Other

Q. How do I access my IGEL Ready resources and benefits?

IGEL Ready Partner Hub is your one-stop repository to access all your IGEL Ready resources, including program guide, marketing templates, IGEL Ready logo, test kits, and more. Please log in to the IGEL Ready Partner Hub for all your IGEL Ready needs.

Q. How do I access partner training and education?

We highly encourage our partners to leverage and complete the sales and technical training programs available in IGEL Academy. Please register and create an account to get started on IGEL Academy – https://learn.igel.com/partner

Q. How do I access your sales/ channel?

We welcome the opportunity to collaborate with our sales and channel teams on joint opportunities. For any open sales opportunities, please write to us at ready@igel.com.

Q. How do I contact IGEL Ready?

Please email us at **ready@igel.com** to get in touch for any other information.

IGEL | Ready

ready@igel.com