

IGEL SECURE

June 12, 30 Euston Square, London

The EUC Ecosystem Event
for Now & Next
Endpoint Cyber Security

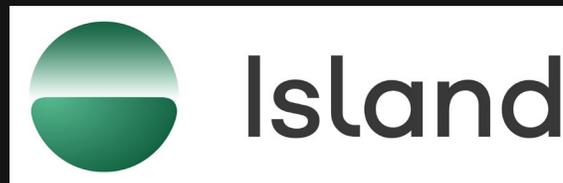
Financial Services & Insurance breakout: Secure By Design

James Grundon – Amulet Hotkey, Solutions Director

Matthew Smith – Island, Security Engineer

Jonathan Culver – IGEL Technology, Senior Sales Engineer

12/06/2024



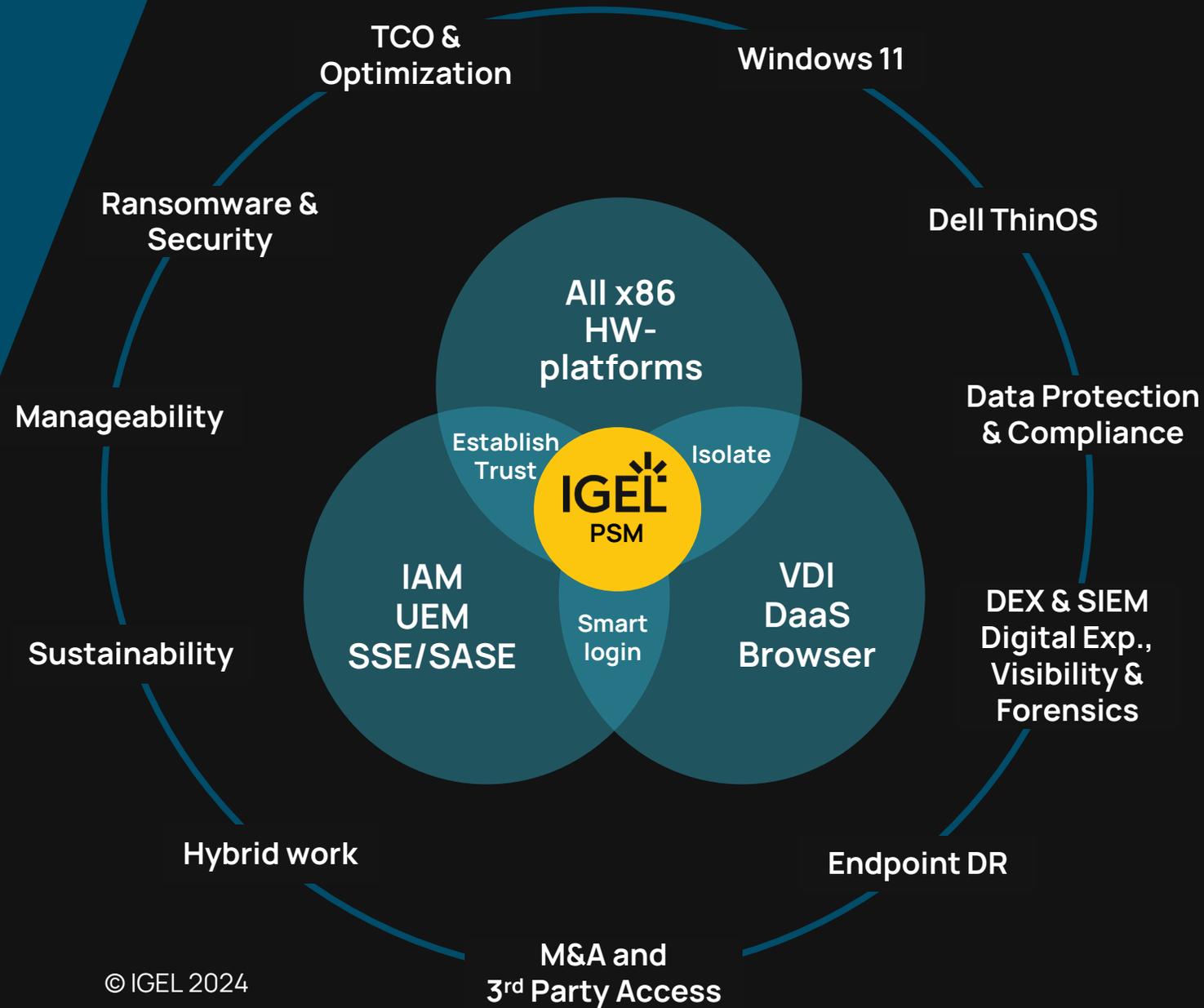
Today's agenda

- Welcome & Introductions
- Trends
- Challenges
- Case Studies
- Use Cases
- Demonstration
- Review & Summary

IGEL Preventative Security Model™ (PSM)

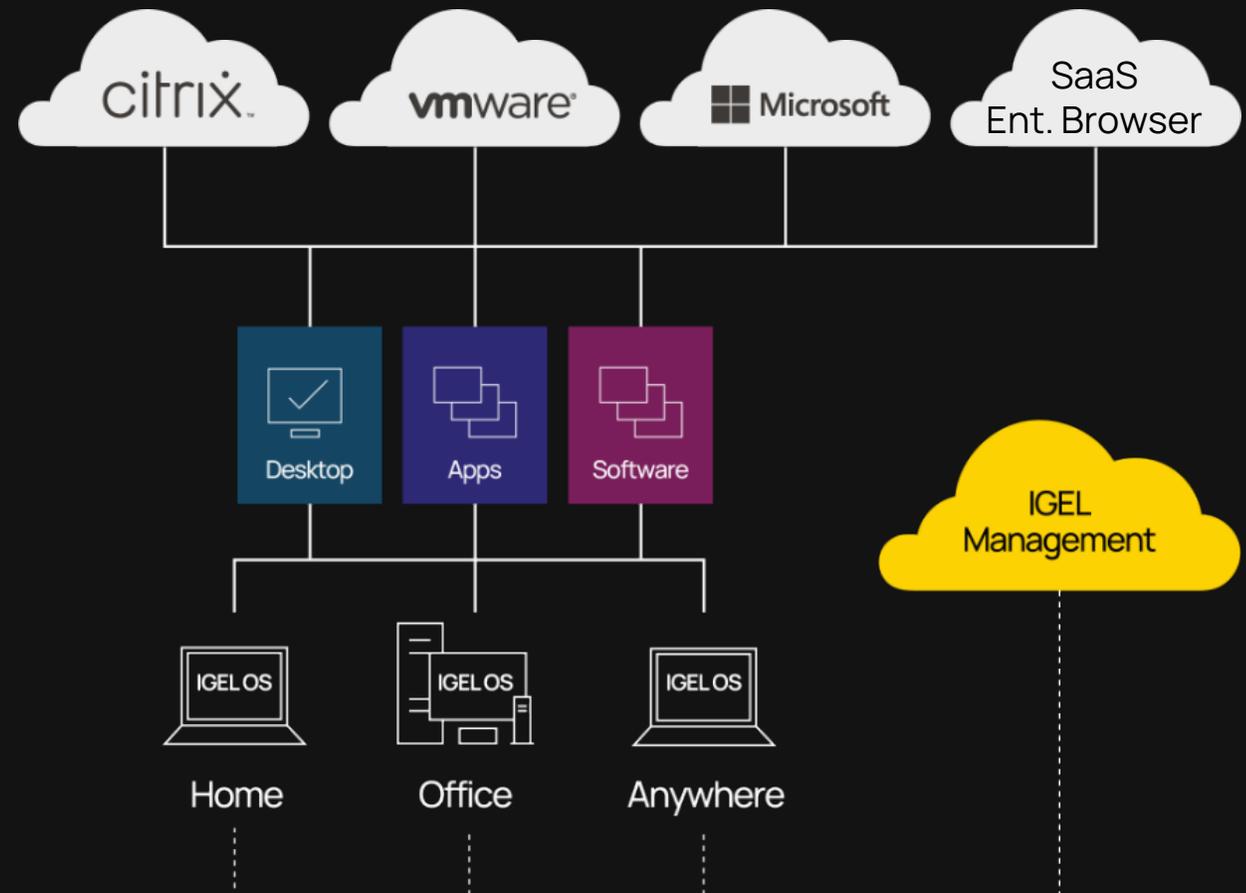
PSM enables

- Reducing Attack Surface by 95%
- Zero Trust Architecture
- Simplified End Point Security
- Significantly Reduced Ransomware
- Entra ID/CA, Workspace One & SSO
- Conditional/Contextual AC
- Smartcard: Imprivata/90M/AuthX



IGEL Secure Endpoint OS

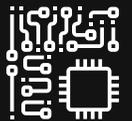
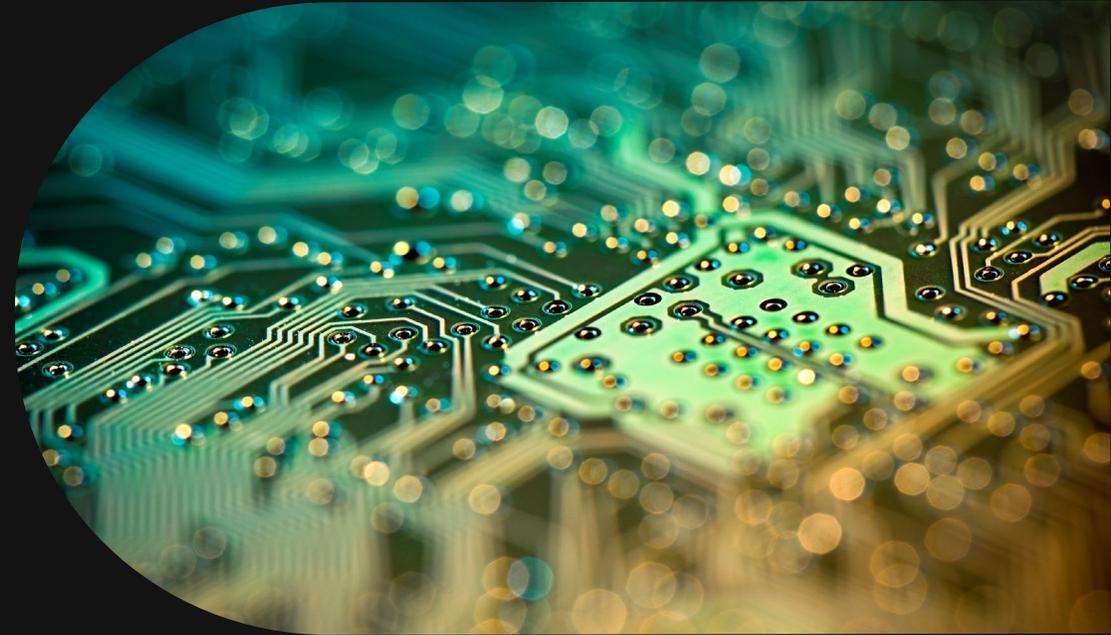
- Built for SaaS, DaaS, VDI, enterprise browsers
- Private, hybrid, public cloud
- Preventive Security Model™
- Endpoint security designed for hybrid
- 50% – 75% endpoint TCO savings
- Laptop, PC, Thin Client device choice



AMULET HOTKEY

PARTNERSHIP & INNOVATION

Technology manufacturer and systems integrator, dedicated to delivering innovative computing solutions for the most challenging users.



ENGINEERING

Our experienced team design innovative thermal solutions, complex mechanical designs, and advanced algorithms to enable high density computing.



MANUFACTURING

Our UK based facility means that we can design and build complex electronics using an entirely UK based manufacturing process and team.



INTEGRATION

We partner with best-of-breed hardware and software vendors including Dell, NVIDIA and Intel to provide unique solutions to real-world problems.



AMULET HOTKEY

PERFORMANCE & SCALABILITY

We offer a range of platforms and services to deliver the best possible remote working experience, without sacrificing data center capacity.



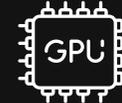
PERFORMANCE VDI

Developed in partnership with Dell, our CoreStation range delivers dedicated workstation and high-performance virtual desktops at scale.



SECURE END POINT

With a focus on performance and reliability, our range of thin and zero clients deliver the best possible experience for both IT staff and end users.



GPU SOLUTIONS

Our custom-engineered solutions allow customers to implement GPU and FPGA at a scale and density not available from the mainstream vendors.

Designed and manufactured in the UK 

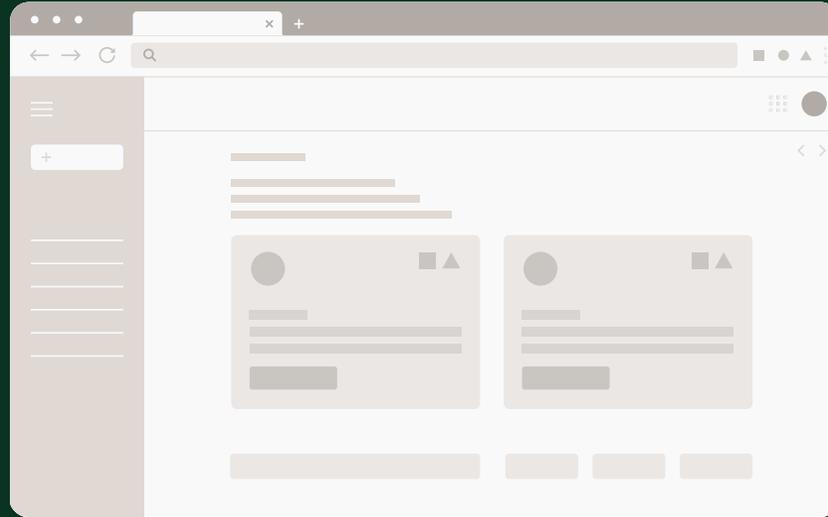


The Enterprise Browser

Backed by :

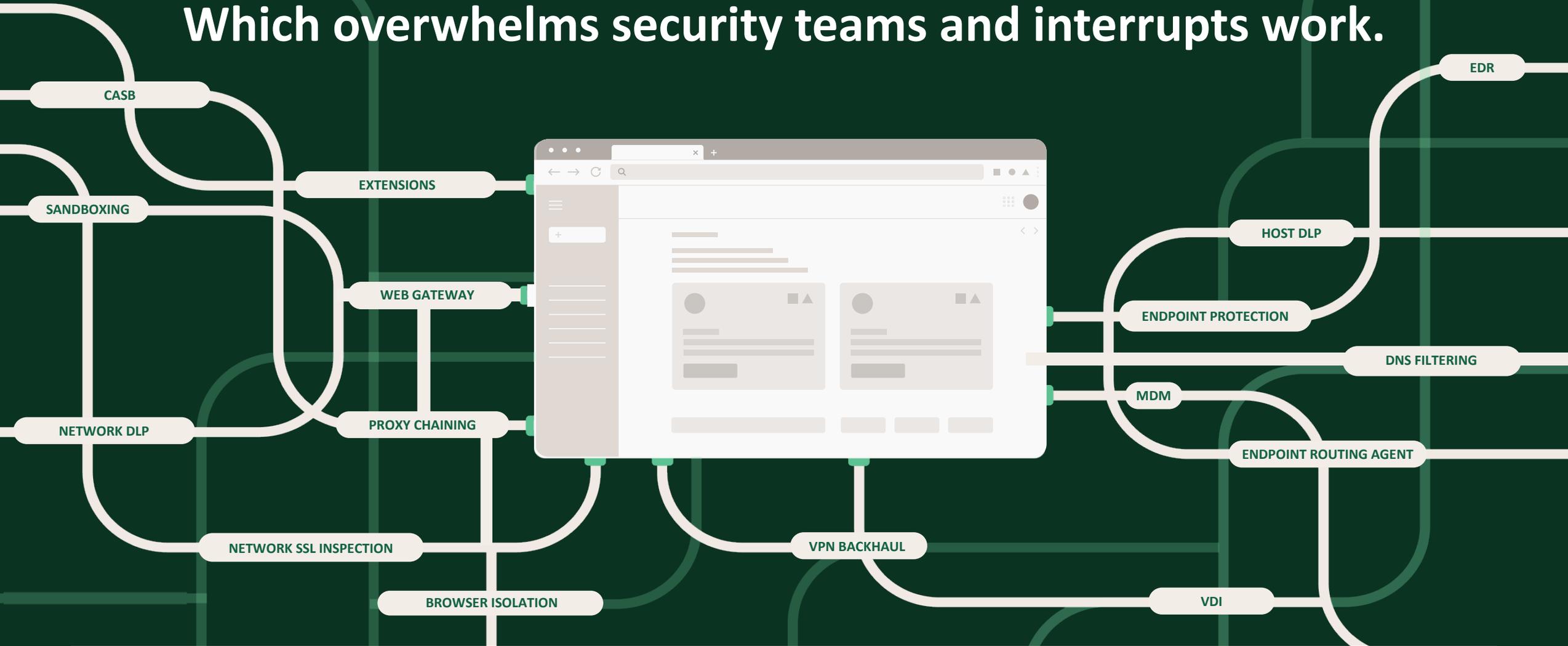


The application enterprises use most is



The Browser

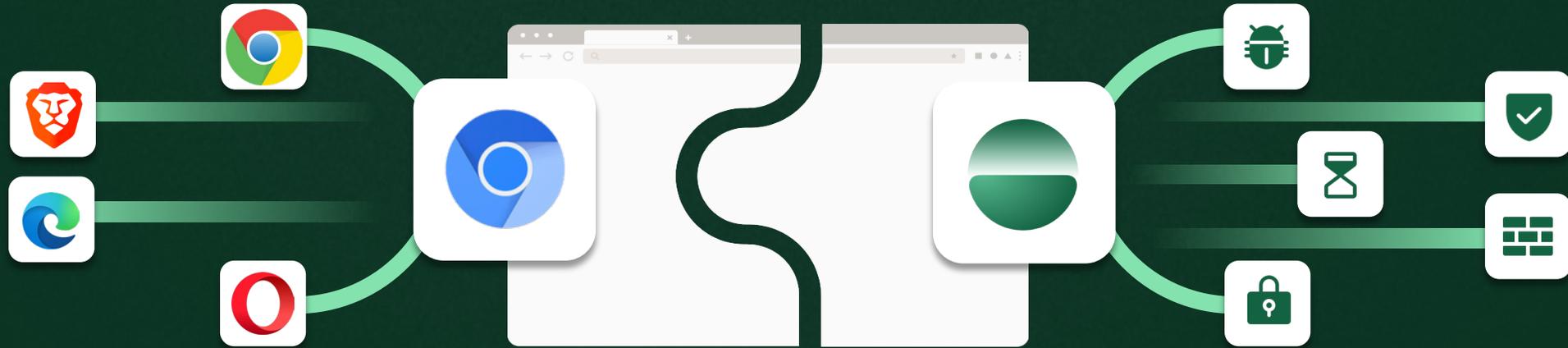
So we surrounded it with an **endless security stack**.
Which overwhelms security teams and interrupts work.





Enterprise Browser

Transforming the Browser into a Core Enterprise Platform



Consumer Browser Features

- Networking
- Private Browsing
- User Experience (Look & Feel)
- Process Model & isolation
- Extensions
- Device / Data Synch
- Rendering Engine & Codecs



Enterprise Requirements

- Enterprise Trust
- Safe & Secure Browsing
- Browser-Based RPA
- Enterprise Productivity
- Privacy
- Configuration Management
- Management
- Last-Mile Control
- Security Integration
- User Experiences
- Traffic Management
- IT Supportability

Strategic Planning and Transformation

“By 2030, enterprise browsers will be the core platform for delivering workforce productivity and security”

Gartner

GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

FS&I Industry Trends

- Restructure and consolidation driving a need for agile working solutions
- Big increase in customers pushing for a 'cloud first' strategy
- Adoption of VDI and HCI continues but still missing key use cases
- Increased focus on power and cooling to reduce costs & carbon footprint
- Increased demand for 'Device as-a-Service' and 'consumption based' models
- End point choice more critical than ever to support new workloads

Cloud first app strategy a success



“In 2024, we’ll see SaaS sales hit 75% of new enterprise software purchases”

<https://www.forrester.com/blogs/predictions-2024-enterprise-software/>
<https://www.gartner.com/en/newsroom/press-releases/2023-04-19-gartner-forecasts-worldwide-public-cloud-end-user-spending-to-reach-nearly-600-billion-in-2023>



“DaaS has democratized application and desktop virtualization”



“We are also transforming how Windows is experienced and managed for enterprise customers with **Azure Virtual Desktop** and **Windows 365**, which together surpassed **\$1 billion** in revenue for the first time over the **past 12 months**”

Addressing the challenges of EUC in FS&I

- A. Are Endpoints an afterthought in your plan?
- B. Do you buy Endpoints - then decide how to use them?

Please be honest !

Addressing the challenges of EUC in FS&I

- Biggest Challenge

What is the biggest desktop challenge for your Users, Helpdesk & IT team?

- Desktop access logon times
- Video & Audio performance for UC
- Peripherals connectivity
- Data & systems security
- Burden of Endpoint deployment & management
- Windows 11 upgrades

Endpoint Data Loss, AV, VPN

NAC - Network Access Control

Multiple Endpoint security agents

Telephony / Call centres

Geographical context for User data access

Ease of deployment, onboarding & management

Power saving as OPEX

BREXIT / EORI (import/export)

Endpoint TCO, CAPEX / OPEX

Nearshoring, Offshoring & Onshoring

Regulations & Compliance; PCI, GDPR, ISO 27001

Zero Trust Networks Workplace flexibility

CQUEST, CBEST (resilience & assessments) BoE

UC performance and peripherals

Addressing the challenges of EUC in FS&I

- Topics in Detail

Why deploy a
Hybrid App Strategy For The Future

With an
Endpoint Strategy From The Past?



Cases Studies

Standard Life – deployed 4,500 staff in weeks

THE CUSTOMER

Part of Phoenix Group, the UK's largest long-term savings and retirement business.

THE CHALLENGE

The organisation needed 4,500 staff to transition from working in large offices to efficiently work from home during the Coronavirus pandemic, whilst continuing to using existing estate of PCs

THE SOLUTION

- IGEL OS
- IGEL Cloud Gateway
- IGEL Universal Management Suite (UMS)
- Citrix

THE BENEFITS

- Cost effective and fast solution to deploy and manage
- The OPEX cost to deliver the project was low. Many staff hours have been saved
- IGEL Universal Management Suite (UMS) is used to manage everything, providing visibility about who's logged in and if there are subsequent system changes. This is done easily via IGEL UMS and IGEL Cloud Gateway



Markerstudy Group – saved £1M

THE CUSTOMER

The UK's 6th largest motor insurance provider with more than 3 million policy holders

THE CHALLENGE

The group needed a solution that could cater for the on-boarding of new staff from the firms it was acquiring acquired irrespective of whether they work from home, at head office or other company locations.

THE SOLUTION

- IGEL OS
- IGEL Cloud Gateway
- IGEL Universal Management Suite (UMS)
- Citrix Cloud Services

THE BENEFITS

- IGEL OS has rationalized and standardized EUC within Markerstudy Group
- Work from home delivered using Citrix Cloud services
- IGEL Universal Management Suite for a single view across the endpoint estate
- £1 million deferred by using existing hardware supporting Markerstudy's environmental, social and governance agenda





Use Cases

- Traders – high performance & speed of communication
- Call Centres – speed of communication, remote access
- Meeting Rooms – Security, UC performance & peripherals
- Back Office – mass deployment & management
- Digital Signage – Organisation wide information sharing

Use Cases

Use Case “A”

- Replace the underperforming endpoint OS (Wyse ThinOS) on existing Dell/Wyse endpoints, then transitioned to purchasing new thin client endpoints, whilst moving from Skype for Business to MS Teams, and moved from Citrix 7.15/Win2008R2 to Citrix Apps & Desktops 2023 & Windows 10 / Server 2019



Use Cases

Use Case “B”

- Replace existing thin clients with new endpoints factory loaded with IGEL OS; using MS Teams, Zoom, Qumu, TriplePlay on a dual-use workplace with smart monitor KVM
- Smartcard authentication only, usernames not known by staff
- Meeting rooms with attached projector/screen and UC peripherals for virtual meetings –
- SCCM used to mass-deploy IGEL OS onto existing endpoints
- International Wealth Managers access data in the correct regulated geographic location



Use Cases

Use Case “C”

- Financial Traders; reduce heat and noise on the trade floor by replacing high performance desktops with IGEL OS powered thin clients & Citrix, increasing number of floors in the building from 5 to 6, therefore density of users.



Use Cases

Use Case “D”

- Frequent M&A activity; staff onboarding facing two IT systems “Corporate” & “M&A”, spending approx. €51million per annum on high performance window laptops as endpoints for Citrix desktops. This is an expensive model as they need multiple endpoint security agents/applications such as DLP, AV, VPN, EPM. All endpoints need contextual and conditional access. With IGEL they can reduce annual endpoint budget from €2000 per device to €600 per secure device.





Demonstration



Review & Summary

Time to rethink the endpoint strategy - Security

- The traditional endpoint approach isn't working
- 2024 statistics:
 - Average data breach cost in 2023 was \$4.45M*
 - 72.7% of organisations had a ransomware attack in 2023**
 - 47% of orgs have a policy to pay ransoms***
 - 8% of orgs that pay ransom receive all of their data back**** (2021)
- It's time to rethink endpoint security



*<https://www.ibm.com/reports/data-breach>

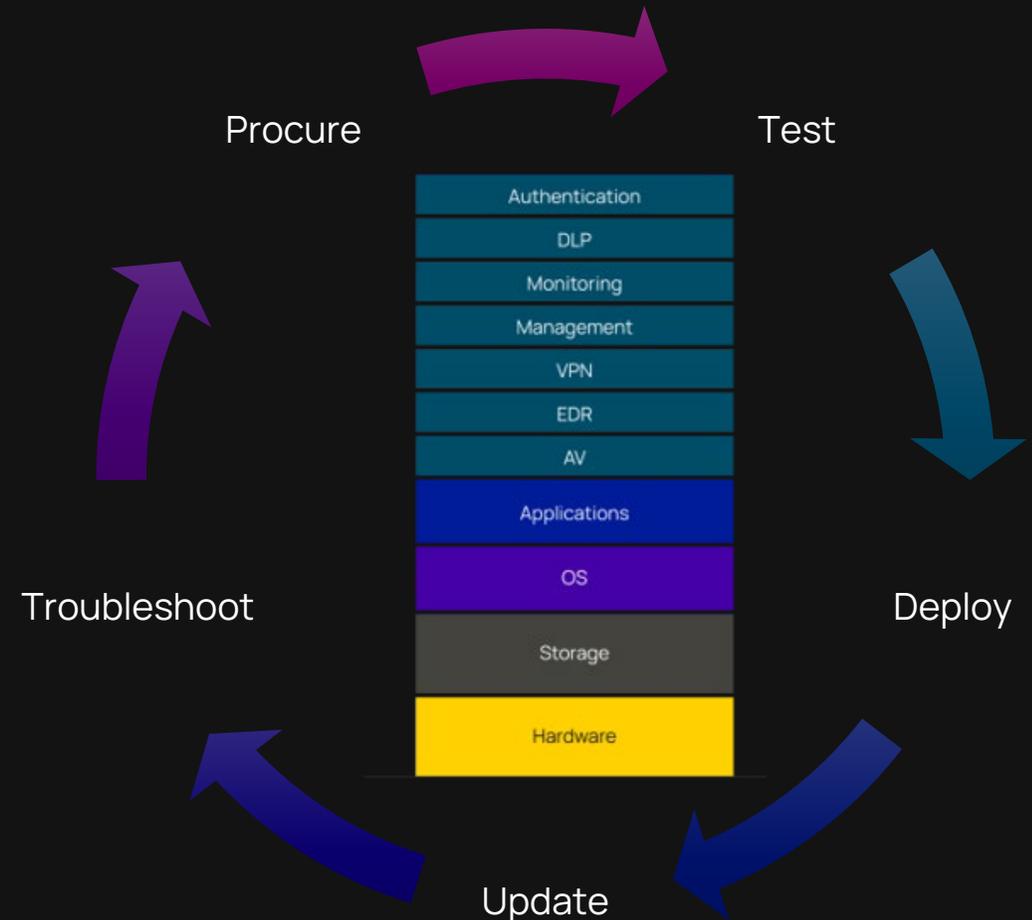
**<https://www.statista.com/statistics/204457/businesses-ransomware-attack-rate/>

<https://www.cfo.com/news/cybersecurity-attacks-generative-ai-security-ransom/692176/>

<https://www.sophos.com/en-us/press/press-releases/2021/04/ransomware-recovery-cost-reaches-nearly-dollar-2-million-more-than-doubling-in-a-year>

Time to rethink the endpoint strategy - Cost

- Expensive hardware replaced every 3 – 5 years
- Expensive evolving security software stack
- Expensive operating costs managing security and OS upgrades, patches, troubleshooting
- Impact on increasingly important Environmental, Social and Governance (ESG) or Corporate Sustainability Reporting Directive (CSRD) reporting



IGEL TCO Benefits

Reduce CAPEX

- Remove the need for heavy endpoint processing and storage
- Use energy efficient devices
- 3- to 5-year replacement cycle becomes 6- to 8-year cycle

Reduce endpoint software costs

- Eliminate security agents

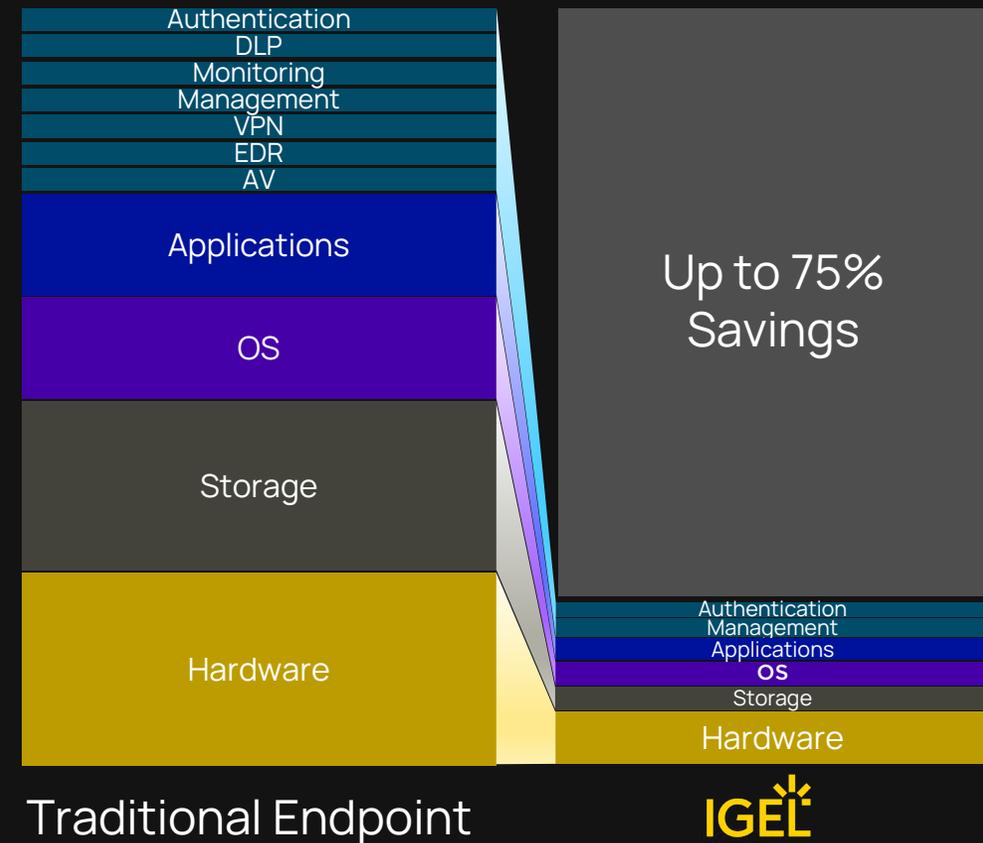
Reduce OPEX costs

- Testing
- Patching
- Managing / monitoring

Implement a Preventative Security Model

- Move away from monitor, detect, react, remediate
- Remove endpoint recovery time and costs

Simply IGEL it



Deep integrations in Industry Verticals



Manufacturing

- Core Banking Apps
- Browser based secure Apps
- Office/branch/hybrid work
- Protect PCI, PII
- Accelerate M&A
- WIN11 migration & TCO



Finance



Retail

- Secure POS/Edge
- Protect PCI, PII
- Digital signage
- Kiosk/POS/Call Center
- NCR/Oracle/IBM support
- Browser based secure Apps
- Scanner support



Healthcare

- IP & Mfg. plant protection in Pharma, Automotive/Aero, HiTech
- Conversion of existing HW
- Secure IoT endpoints (read-only = no malware)
- EMR: EPIC/Cerner...
- "Tap & Go" Imprivata
- Protect PCI, patient data
- Peripherals (Dictation, "Print On The Go"...)
- Remove friction for nurses

Government

- Delivers on >50% of ZTA
- SIPR/NIPRnet access
- WIN11 migration & TCO
- Sustainability
- Operational efficiency + security advantages



IGEL Partners and Integrations

Citrix

- IGEL Native Citrix Workspace App for seamless access to virtual desktops and hosted applications
- Citrix Endpoint Analysis support for conditional access
- Citrix enterprise browser support
- Citrix UberAgent support
- Citrix Gateway VPN client

IGEL Ready Showcase / Citrix Systems, Inc. / Citrix Workspace

Citrix Workspace

citrix™

Power a smarter, more flexible way to work

Citrix Workspace is a complete digital workspace solution that allows you to deliver secure access to the information, apps, and other content that are relevant to a person's role in your organization. Users subscribe to the services you make available and can access them from anywhere, on any device. Citrix Workspace helps you organize and automate the most important details your users need to collaborate, make better decisions, and focus fully on their work.

[CONTACT US](#)

Watch on YouTube

Product Details

Citrix Workspace includes a step-by-step walkthrough to help you deliver workspaces quickly. Each step guides you through the Citrix Cloud console with simple instructions for tasks like configuring your identity provider, selecting your workspace authentication, and enabling the other services that come with Workspace. The walkthrough also provides quick access to the technical information you'll need when you're assembling your deployment team and configuring your infrastructure and resources.

Highlights

The latest Citrix Workspace experience is available with the following services in Citrix Cloud:

- VirtualAppsEssentials
- VirtualDesktopsEssentials
- Virtual Apps and Desktops service (includes Site aggregation from Virtual Apps and Desktops on-premises resources)
- CitrixGatewayService(delivering secure web and SaaS apps)
- ContentCollaboration(formerly Share File)
- SecureBrowserservice

Additional Resources

- 5 Reasons your I.T. team needs Citrix Virtual Apps & Desktops
- Citrix Workspace

Microsoft

- IGEL native AVD and Windows 365
- Microsoft Frontline worker licensing
- Progressive Web Apps for offline availability
- Intune identifies IGEL endpoints
- EntraID conditional access

 IGEL Azure Virtual Desktop 1.1.96 BUILD 1.0	 IGEL Windows 365 1.1.96 BUILD 1.0	 Microsoft Teams Progressive Web App 1.0.1 BUILD 1.0
The IGEL Azure Virtual Desktop (AVD) client provides simple, smart and secure access to virtual desktops hosted on Microsoft Azure.	IGEL Windows 365 allows the user to access their Windows 365 desktops.	Microsoft Teams Progressive Web App
Last update 12. March 2024	Last update 22. February 2024	Last update 28. February 2024
Size 39.5 MB	Size 39.5 MB	Size 256 KB

Omnissa

- IGEL Native Horizon / Horizon Cloud
- Workspace ONE Access integration
- Beta for Workspace ONE UEM support

IGEL Ready Showcase / VMware / Horizon Cloud

Horizon Cloud



A Cloud-Native Virtual Desktop Platform

Deliver Cloud-Hosted Virtual Desktops and Applications with Horizon Cloud.

[CONTACT US](#)

Product Details

VMware Horizon Cloud enables you to deliver virtual desktops and applications from the cloud, to any device, in any location, all from a single cloud-based control plane.

What Horizon Cloud Delivers

Multi-Cloud Architecture

Horizon Cloud provides a multi-tenant, cloud-scale architecture that enables you to choose where virtual desktops and apps reside: VMware-managed cloud, BYO cloud, or both.

Clear Path to the Future

Leverage the extensive VMware End-User Computing portfolio to transition your virtual desktops and apps to the cloud on your terms and maximize current investments.

Digital Workspace Experience

Horizon Cloud makes it easier than ever for end users to securely access their digital workspace on any device, anytime, anywhere.

Cost and Complexity Redefined

Horizon Cloud radically transforms traditional desktop and application virtualization with a subscription model that lets you pay as you grow.

Highlights

The Multi-Cloud Architecture of Horizon Cloud provides a multi-tenant, cloud-scale architecture that enables you to choose where virtual desktops and apps reside: VMware-managed cloud, BYO cloud, or both.

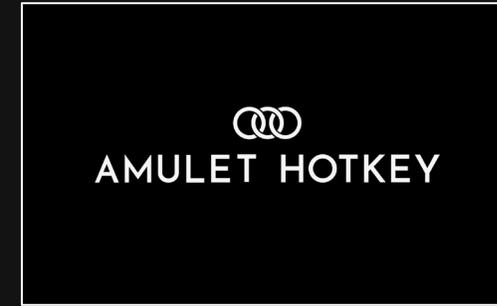
Choose Your Horizon Cloud Infrastructure

VMware Horizon Cloud delivers feature-rich virtual desktops and apps using a purpose-built cloud platform that is scalable across multiple deployment options. You can bring your own cloud infrastructure or buy cloud-hosted infrastructure from VMware.

Additional Resources

 [Data Sheet](#)

Leading hardware partners



IGEL partners with major endpoint hardware providers

IGEL OS ships from the factory

Broad range of laptops, thin and zero client, and all-in-one devices supported



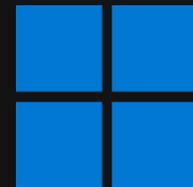
Lenovo



Strategic Projects

Windows 11 Upgrade

- 32-46% of existing hardware will not run Windows 11*
- Microsoft have stated two ways to move to Windows 11
 - Buy new hardware
 - **Move to Windows 11 in the cloud and access from any endpoint**
- IGEL your existing hardware and invest in Windows cloud infrastructure

The IGEL logo is displayed in white, featuring a stylized sunburst icon above the letter 'L'.

Windows 11

Endpoint disaster recovery

- Can you recover your endpoints in 5 minutes?
- IGEL OS on a USB
 - Boots clean to IGEL OS
 - Utilize in-place hardware – even if compromised
 - Quickly connect to re-instated hosted desktops and applications



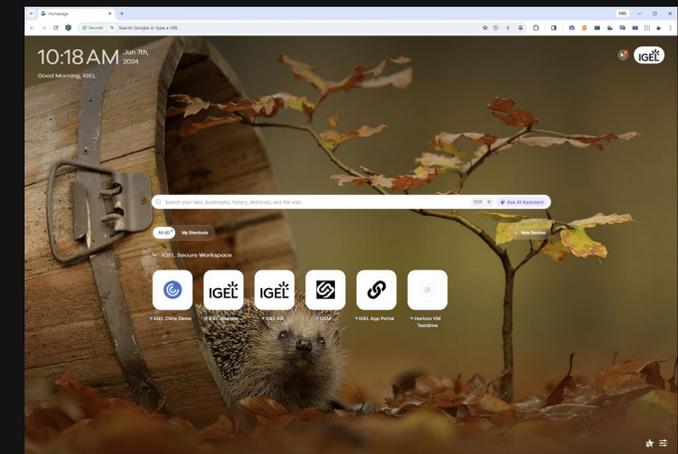
In Summary



secure Amulet Hotkey Endpoints



secure IGEL Endpoint OS



secure Island Enterprise Browser



Thank you

james.grundon@amulethotkey.com

matthew@island.io

culver@igel.com



Appendix





IGEL Secure Endpoint OS

Endpoint strategy designed for the cloud

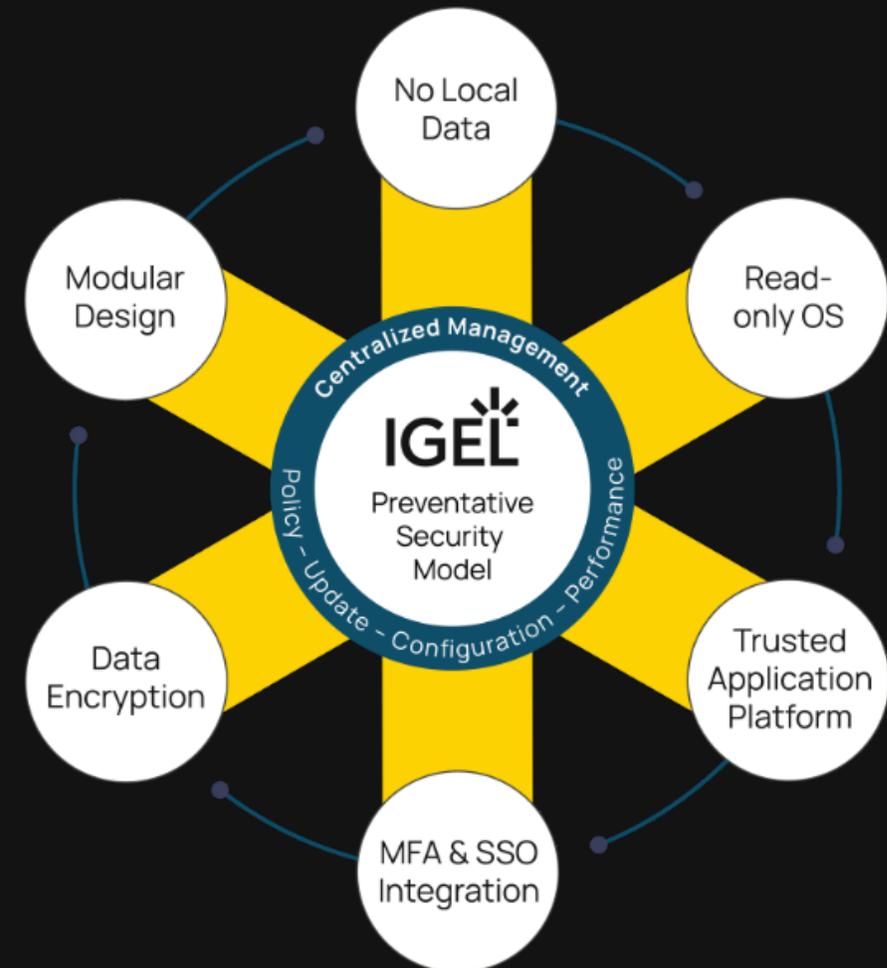


IGEL – a new modern workspace strategy

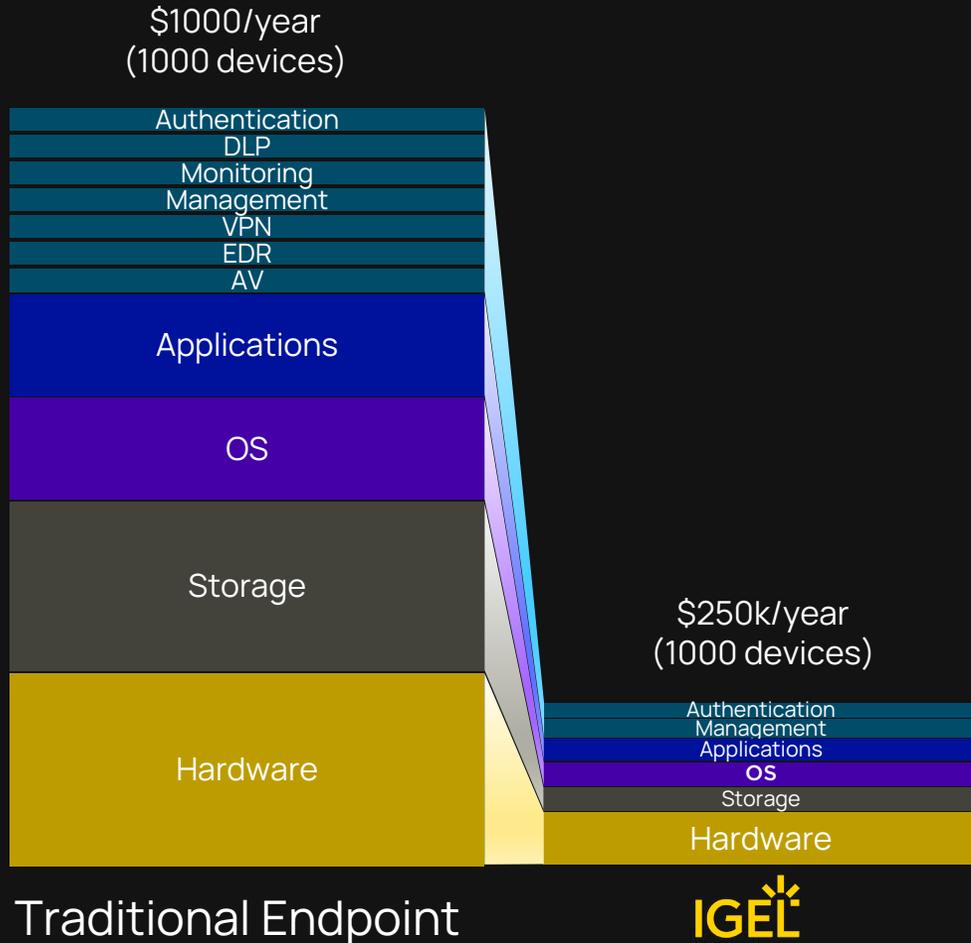


IGEL Preventative Security Model core

- Replaces old "monitor, detect, react, remediate"
- Eliminates endpoint agents:
 - Anti-virus
 - Endpoint detection and response
 - Backup / recovery
 - Data loss prevention
 - Virtual private network client
- Prevents endpoint ransomware
- Recover in minutes not weeks
- Supports Zero Trust , IAM, Secure Service Edge
- Reduces attack surface by 95%



Four-year TCO example



	Traditional Endpoint
Cost of Device (yr 1)	1300
Deployment (yr 1 only)	300
Endpoint mgmt. (inc support)	1800
AV / EDR	90
VPN	90
Encryption	90
Monitor / mgmt.	90
IGEL license	0
Total (4yr)	3760

Customer Example - 40k Endpoints - Saves >90%

3-Year Total > \$41M

3-Year Benefits = \$6.5M | 3-Year Avoided Costs = \$35M

Avoided Recurring Costs



\$19M

- Avoided labor costs
- Avoided costs to upgrade hardware and software by extending device lifecycle

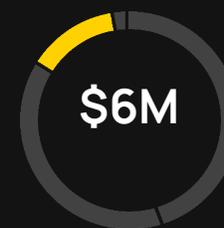
Reduced Costs



\$16M

- Reduced power
- Reduced cost of VPN for off-prm device management
- Reduced cost of un-needed AV
- Reduced help desk calls

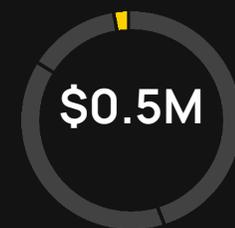
Improved Productivity



\$6M

- Reduced IT time spent securing endpoints
- Reduced IT time on ransomware recovery
- Reduced training time

Risk Mitigation



\$0.5M

- Reduced risk of major security incident

The Endpoint OS for Leaders Now & Next

Healthcare & Life Science

- 5 of the top 5 hospital groups in Europe
- 5 of the top 10 biggest Healthcare providers in the US
- Many of the world's largest Healthcare Payers/insurers and
- 5 out of 10 leading pharmaceutical manufacturers

Finance

- 3 of the top 10 Banks in Europe

Retail

- 5 of the top 10 North America

Government

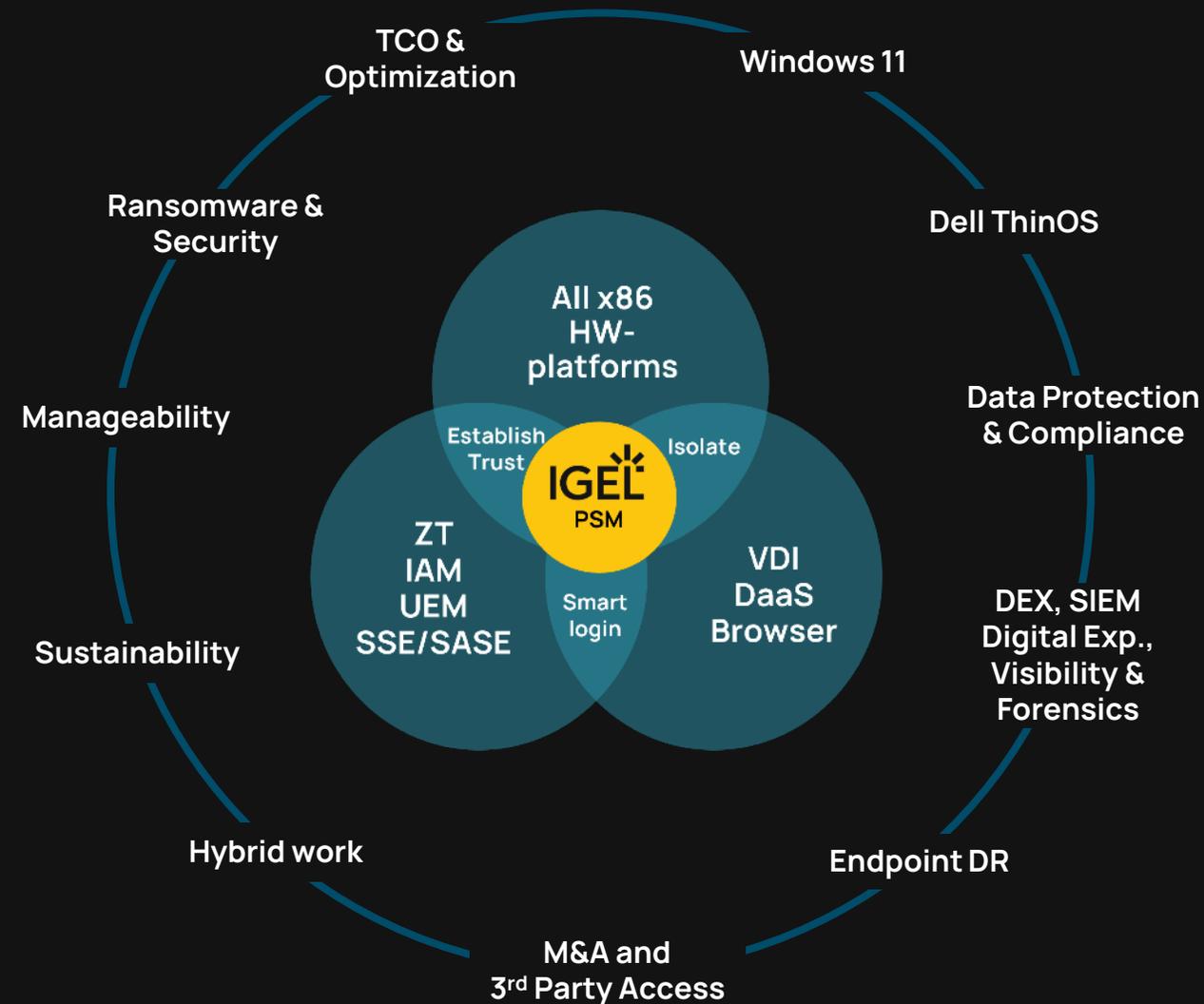
- Used across Federal such as Defence as well as State & Local government around the world

Manufacturing

- 10 of top 10 in Europe.
4 of the top 10 in North America level

IGEL

- Support your hybrid application strategy with the Preventative Security Model
- Eliminate endpoint ransomware
- Reduce endpoint TCO by 50 – 75%



Call Centre

- Support on premises and remote work
- No data at the endpoint
- Meet security and compliance
- Repurpose existing devices
- Quickly onboard new users



Dell ThinOS

- New Dell software requires hardware replacement for 8Gb RAM
- IGEL OS can still run on existing Dell hardware
- Reduces unexpected IT spend
- Move budget to projects including Windows 11



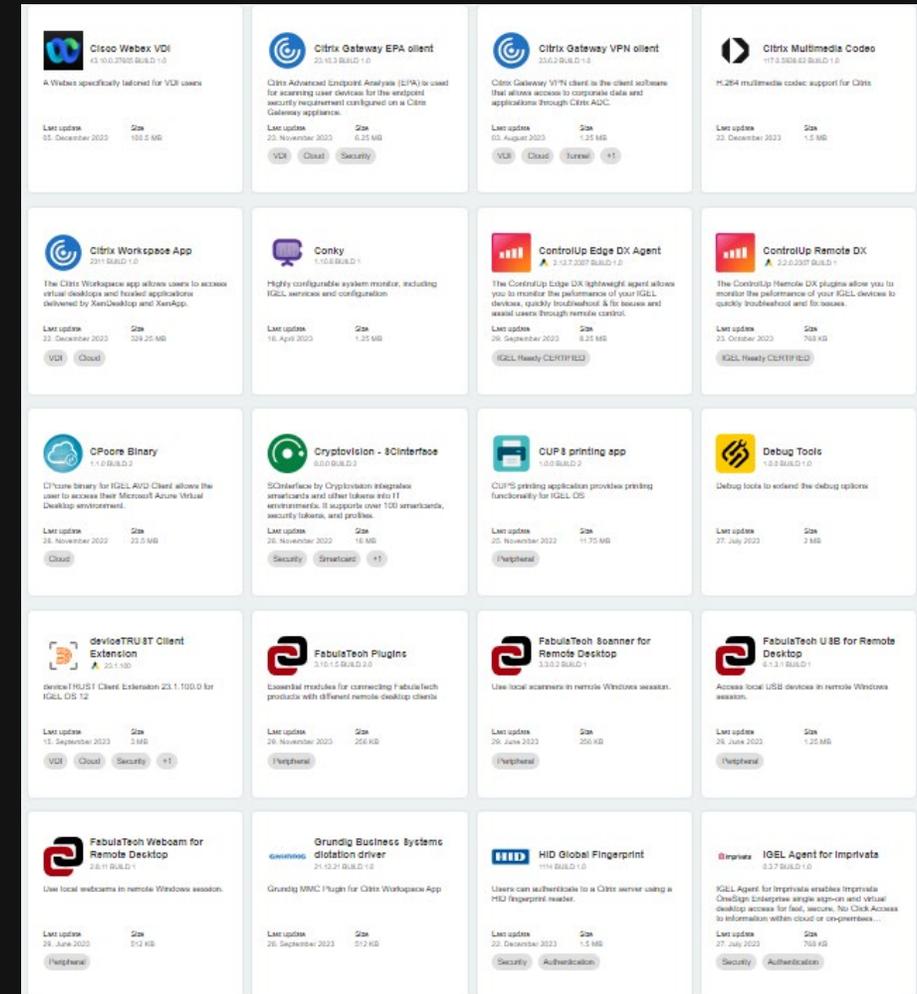


IGEL OS Management



Centralized management for reduced OPEX

- Universal Management Suite
- Simple user onboarding
- Reduced 3rd party software
- Modular design – smaller updates
- Fewer updates - no patch Tuesday
- App portal for IGEL OS native apps
- A constant in your VDI, DaaS, SaaS journey



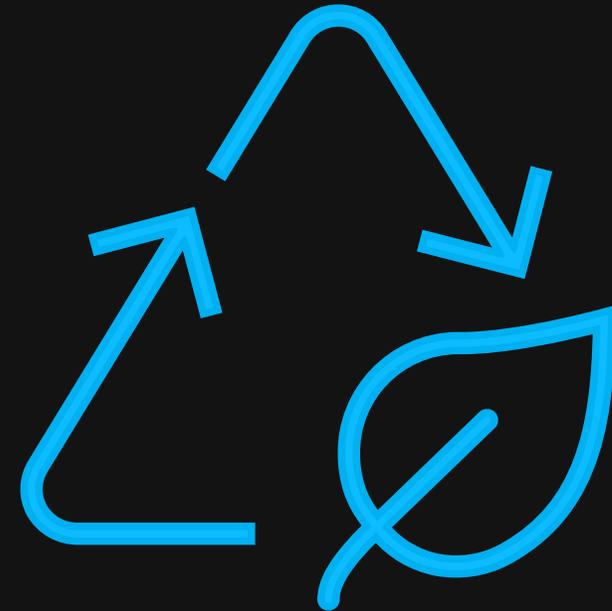
Improved user experience

- Any desktop
- Any app
- Anywhere
- Native unified communications
- Laptop, tablet, desktop, thin client
- Broad peripheral support
 - Headsets
 - Printers
 - Scanners
 - Signature pads
 - Smart cards
- MFA – Tap and Go
- No device bloat
- No performance reduction

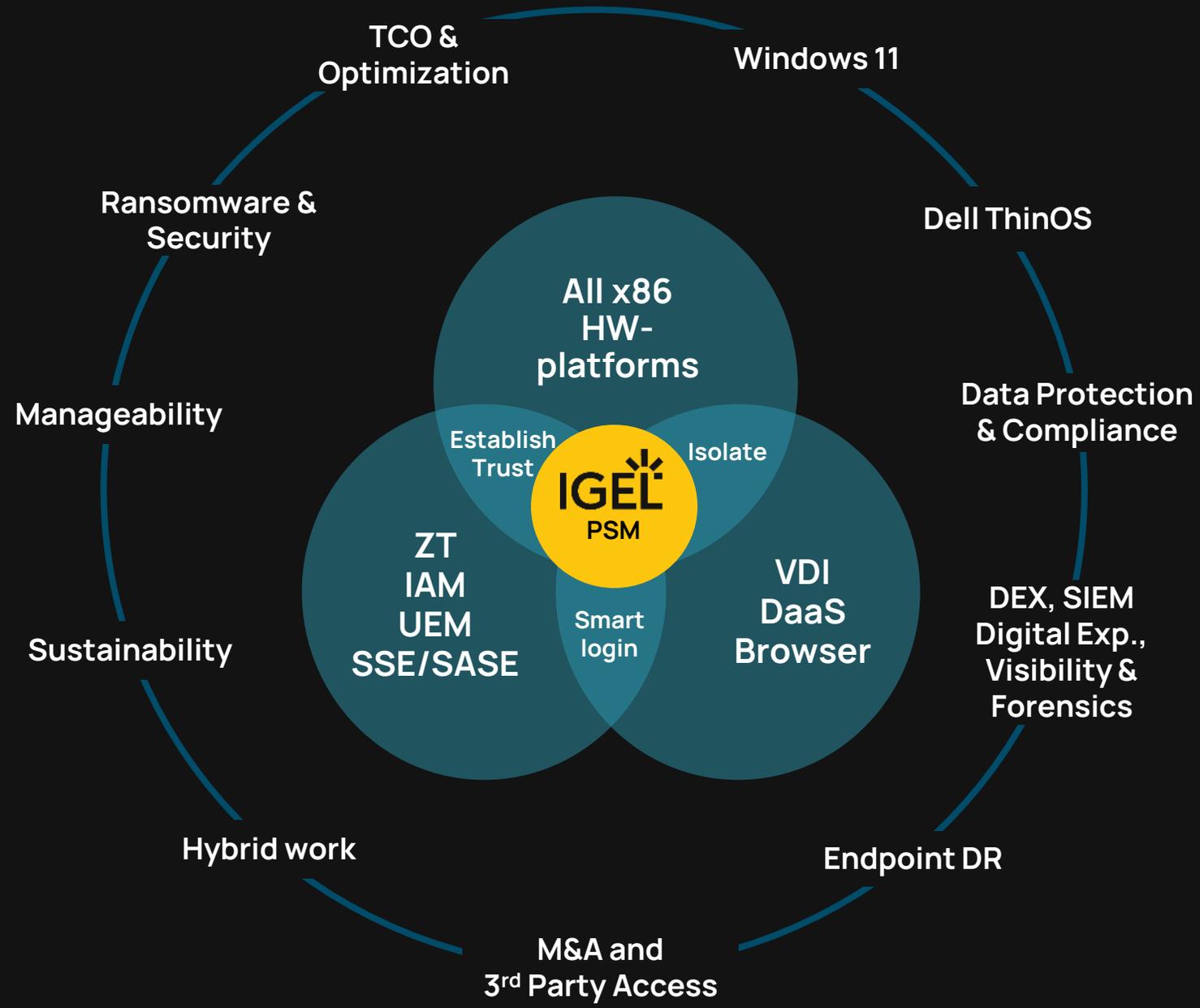
The Zoom logo is displayed in a white, lowercase, sans-serif font.The Webex logo consists of a blue and green circular icon followed by the word 'webex' in a white, lowercase, sans-serif font, with 'by CISCO' in a smaller font below it.

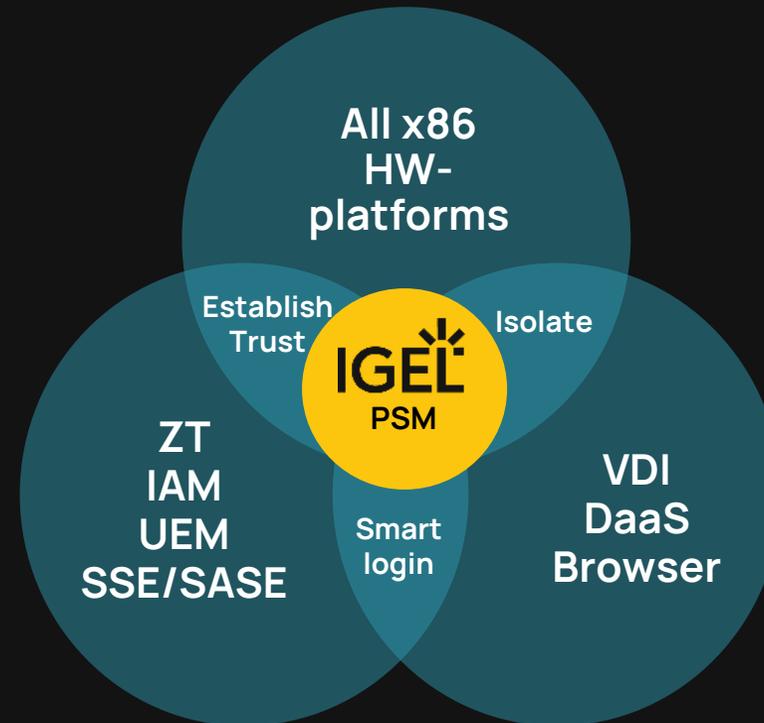
Contribute to your IT sustainability goals

- Utilize power efficient devices
 - Intel i5 vs i9
 - AMD Athlon vs. Ryzen
 - 168 kgCO₂ vs 270 kgCO₂
- Defer new device acquisition
 - Extend life of existing devices
 - Reduce E-waste / manufacturing emissions
- Support Hybrid work
 - Reduce commuter emissions



Simply IGEL it





Chat GPT: What is futility?

... reflective of the broader human tendency to opt for superficial solutions that offer immediate visual or emotional relief, rather than undertaking the more challenging task of fundamentally addressing the core issue at hand.

Isn't this what we are doing with our IT security approach today?

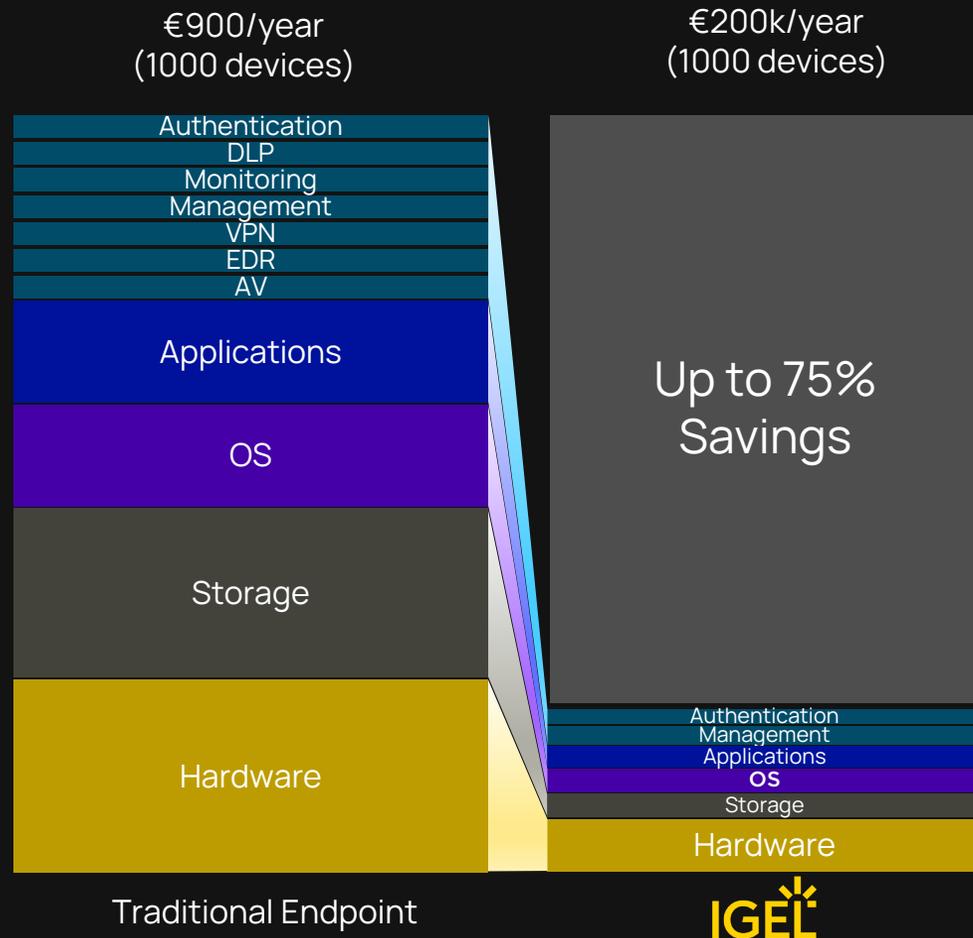
Goals of a hybrid application strategy

Does your endpoint strategy align with the goals of your hybrid application strategy?

	Traditional Endpoint
Cost efficiency (reduced CapEx, predictable costs)	No
Simplified Management	No
Enhanced Flexibility and Scalability	NA
Business Continuity and DR	No
Security and compliance	No

Currency examples

Four-year TCO example - €

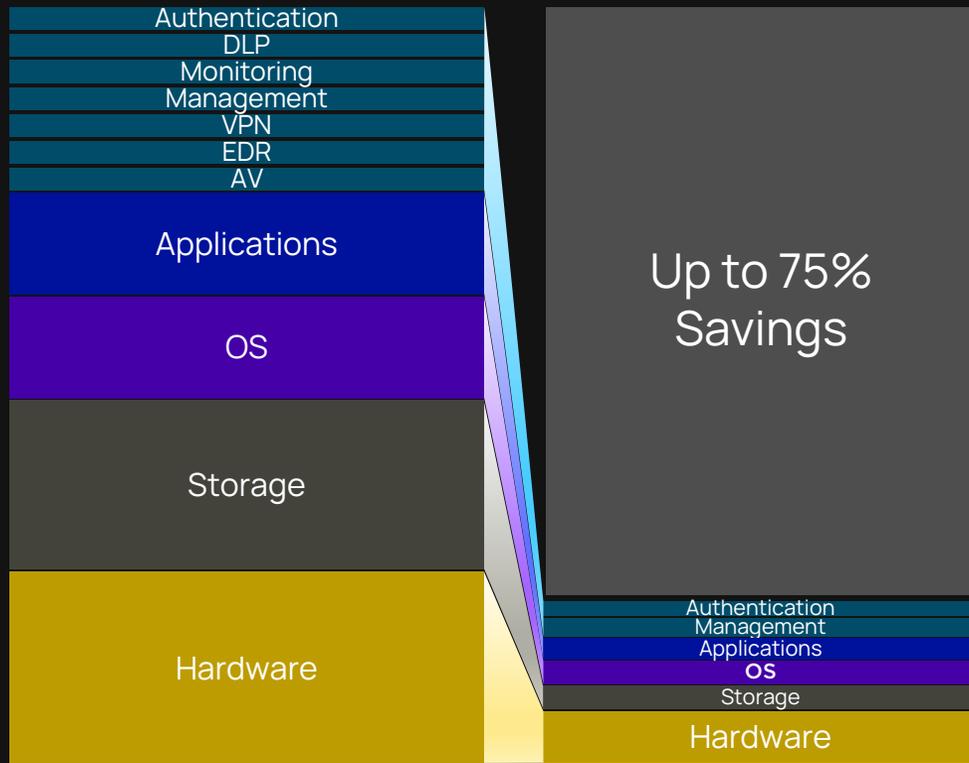


Column1	Traditional Endpoint
Cost of Device (yr 1)	1200
Deployment (yr 1 only)	275
Endpoint mgmt. (inc support)	1600
AV EDR	85
VPN	85
Encryption	85
Monitor / mgmt.	85
IGEL license	0
Total (4yr)	3415
Savings	

Four-year TCO example - £

£900/year
(1000 devices)

£200k/year
(1000 devices)



	Traditional Endpoint	
Cost of Device (yr 1)	1200	
Deployment (yr 1 only)	275	
Endpoint mgmt. (inc support)	1600	
AV / EDR	85	
VPN	85	
Encryption	85	
Monitor / mgmt.	85	
IGEL license	0	
Total (4yr)	3415	
Savings		53% 73%

Traditional Endpoint



IGEL

