

Beacon Credit Union Strengthens Endpoint Security and Operational Resilience with IGEL Secure Endpoint OS



Executive Summary

Beacon Credit Union standardized on **IGEL Secure Endpoint OS, part of the IGEL Adaptive Secure Endpoint Platform™**, to deliver secure, resilient access to member-facing applications across its branch network.

By replacing traditional Windows endpoints with a **read-only, immutable Secure Endpoint OS** delivered through Citrix, Beacon reduced its endpoint attack surface, eliminated local data persistence, and simplified endpoint management. The result is a secure, centrally managed **Adaptive Secure Desktop™** that supports both in-branch and remote staff while enforcing **Zero Trust principles at the endpoint**.

Today, IGEL endpoints support more than 70% of Beacon's workforce, enabling staff to serve members securely in branches and remotely, without storing sensitive data on local devices.

The Challenge: Securing Endpoints Without Disrupting Branch Operations

Beacon Credit Union faced mounting pressure common to many financial institutions: increasing security threats, regulatory requirements, and operational complexity across a distributed branch environment.

Key challenges included:

- **Endpoint security risk:** Windows laptops used from home and public locations increase exposure to phishing and malware.
- **Peripheral compatibility issues:** Critical document scanners failed to work reliably with previous endpoint solutions, even after extensive vendor engineering efforts.
- **Operational overhead:** Windows endpoints required constant patching and hands-on management across all locations.
- **Vendor misalignment:** Local partners were moving away from Citrix, pushing alternative solutions that did not meet Beacon's performance or security requirements.
- **Business continuity demands:** Beacon needed an endpoint strategy that would support continued operations during ransomware or infrastructure incidents.



With IGEL, we don't have to be concerned about what's on the machine, because we know that none of our member data is on there. Protecting our members' information is a top priority. By relying on a secure, read-only operating system, we significantly reduce the attack surface and simplify our security posture."

David Prows,
Vice President of IT Services, Beacon Credit Union

Customer:

Beacon Credit Union

Industry:

Financial Services

Region:

United States

Key Stats

- 31 offices, including 22 full-service Member Centers
- Approximately 320 employees ~250 users on IGEL OS (~70% adoption)
- Citrix-based virtual desktop infrastructure

The Solution: Partnering with IGEL and XenTegra to Deploy Secure, Centralized Endpoints

As Beacon Credit Union reevaluated its endpoint and virtual desktop strategy, it faced a gap in experienced Citrix support within its local partner ecosystem.

“We reached a point where we needed a new Citrix partner,” said **David Prows, Vice President of IT Services, Beacon Credit Union**. “Many of our local providers were moving away from Citrix, and their alternative solutions didn’t meet our needs. I happened to be sitting in a lobby next to XenTegra’s Andy Whiteside, and we started a conversation.”

That conversation led to a strategic partnership with **XenTegra**, which provided the architectural guidance and hands-on expertise needed to modernize Beacon’s endpoint approach.

Over time, XenTegra became Beacon’s primary EUC partner, providing not just licensing, but architectural guidance and real-world consulting informed by experience across many customer environments.



Beacon Credit Union’s approach is a great example of what modern endpoint security should look like: preventative, centralized, and resilient by design,” said **Bill Sutton, Practice Director of Modern Workspace, XenTegra**. By combining IGEL Secure Endpoint OS with Citrix, Beacon significantly reduced endpoint risk while simplifying operations across branches and remote users alike. This project demonstrates how organizations can strengthen security and business continuity without sacrificing the user experience.”

Bill Sutton,
Practice Director of Modern Workspace, XenTegra

Standardizing on IGEL Secure Endpoint OS

With XenTegra’s support, Beacon standardized on **IGEL Secure Endpoint OS**, part of the **IGEL Adaptive Secure Endpoint Platform™**, to create a more secure and consistent user environment across branches and remote locations.

Key elements of the approach include:

- A **read-only endpoint OS** that prevents persistence and configuration drift
- **No local data storage**, reducing exposure from lost or compromised devices
- **Centralized policy enforcement** through IGEL Universal Management Suite™ (UMS)
- **Citrix-delivered desktops and applications**, ensuring secure, location-independent access

Together, these capabilities enabled Beacon to shift to a **preventative, Zero Trust-aligned** model that reduces reliance on reactive endpoint controls.

Architecture-at-a-Glance

- IGEL Secure Endpoint OS
- IGEL Universal Management Suite™ (UMS)
- Citrix virtual desktops and applications
- IGEL UD Pocket for rapid recovery
- IGEL Ready-validated hardware and peripheral

The Result: Stronger Security, Simpler Operations, Built-In Resilience

By adopting the **IGEL Preventative Security Model™**, Beacon Credit Union significantly reduced endpoint risk while simplifying day-to-day operations across its branch network.

Rather than relying on reactive security tools, Beacon implemented a secure-by-design endpoint strategy that limits exposure from common attack vectors such as phishing and user error.

“A primary concern involves staff clicking on links, which could lead to unauthorized access,” said **Prows**. “With IGEL and Citrix, all operations are conducted remotely, and the IGEL OS is configured to be read-only in critical areas. In the event of an incident, we can perform a reboot and be back up and running with a secure, clean OS.”

This architecture ensures that endpoints remain in a trusted state, minimizing the likelihood of persistent threats while reducing the need for additional security agents.

Reduced Risk Without Added Complexity

With no sensitive data stored on local devices and applications delivered securely through Citrix, Beacon eliminated a major source of endpoint vulnerability. This approach protects against data loss from compromised or stolen devices while reinforcing Zero Trust principles at the endpoint.

Simpler, Centralized Operations

Centralized management through **IGEL Universal Management Suite™ (UMS)** enables the Beacon Tech team to enforce policies consistently across all endpoints without the overhead of traditional patching and maintenance.



Applications delivered remotely via Citrix provided users with a consistent, responsive experience, regardless of location,” said Prows. “With IGEL, we have also been able to extend the life of our endpoint hardware, keeping thin clients, some more than a decade old, productive and reliable under IGEL.”

David Prows,
Vice President of IT Services, Beacon Credit Union

Built-In Resilience and Business Continuity

By decoupling endpoints from data and applications, Beacon strengthened its ability to maintain operations during disruptions such as ransomware events or device failures.

Together, these outcomes have transformed Beacon's endpoint environment into one that is **more secure, easier to manage, and resilient by design**, supporting both daily operations and long-term risk reduction without compromising the member experience.

Why IGEL

- Secure Endpoint OS built on a **Preventative Security Architecture™**
- Enforces **Zero Trust principles at the endpoint**
- Read-only OS with **no local data persistence**
- Centrally managed through **IGEL Universal Management Suite™**
- Delivers a consistent **Adaptive Secure Desktop™** across branches
- A hardware-agnostic platform that reduces endpoint TCO

Story Summary

- **Secure financial services endpoints:** Beacon Credit Union uses IGEL Secure Endpoint OS with Citrix to protect member data.
- **Reduced endpoint risk:** Read-only endpoints mitigate phishing and malware without impacting staff productivity.
- **Operational resilience:** IGEL supports business continuity across branches and remote locations.

About Beacon Credit Union

Beacon Credit Union is a member-owned financial institution serving 50 counties across Indiana, delivering secure and reliable banking services through a network of full-service branches and digital channels.

About XenTegra

XenTegra is an internationally recognized IT solutions advisor and reseller with a specialized focus on digital workspace technologies and cloud computing. We are committed to helping our customers create user-centric workspaces that are accessible securely from any device and location. Our passion lies in educating and empowering our clients to take control of their digital transformation initiatives.

About IGEL

IGEL is a global software company delivering the Adaptive Secure Endpoint Platform™ for modern digital workspaces and secure access. Through its secure endpoint OS, Universal Management Suite™ (UMS), and IGEL App Portal, IGEL enables a Preventative Security Model™ that enforces real-time policy while dynamically adapting to user, device, and contextual conditions.

The platform delivers the IGEL Adaptive Secure Desktop™, providing secure, reliable access to SaaS, DaaS, VDI, and enterprise applications across distributed environments. Backed by more than 130 validated technology partners, IGEL extends Zero Trust and SASE frameworks to the endpoint. Founded in 2001, IGEL is headquartered in Germany and has operations in the United States.



The Adaptive Secure Endpoint
OS Platform for Now & Next