IGEL

Shaping the Future of Endpoint Strategy in Manufacturing

Internal Only Slide

Objectives

Customer

- **Learn from peers facing similar operational and workforce challenges**
  "How are others in manufacturing solving the same IT headaches"
- **Evaluate how endpoint strategies can directly impact shop floor productivity and uptime**
  "Are we using the right approach to keep our workforce agile and production flowing?"
- **Understand where IGEL's roadmap and hypervisor approach fits into real-world operations**
  "Does this help reduce our dependency on VDI or improve performance at the edge?"
- **Identify use cases where IGEL could enable OT/IT convergence**
  "Can we support engineering, production, and office users without multiple desktop platforms?"
- **Bring back insights to internal stakeholders to support upcoming IT investments**
  "What can I show my CIO or OT lead to justify a change in strategy?"

IGEL

- **Validate real-world appetite for IGEL's managed hypervisor and roadmap direction**
  Do manufacturers see value in local virtualization without VDI complexity
- **Capture language, pain points, and buying triggers directly from the field**
  What terms, challenges, or phrases do customers use to describe their OT/IT struggles?
- **Identify "early adopters" for follow-up PoVs or deeper discussions**
  Who showed interest in pilots or new project alignment?
- **Understand where IGEL fits in the broader manufacturing tech stack and procurement mindset**
  Are we seen as a tactical solution, or part of a longer-term modernization journey?
- **Collect actionable insights to refine messaging, partner alignment, and services strategy**
  What do customers expect from IGEL post-sale support, services, integrations?

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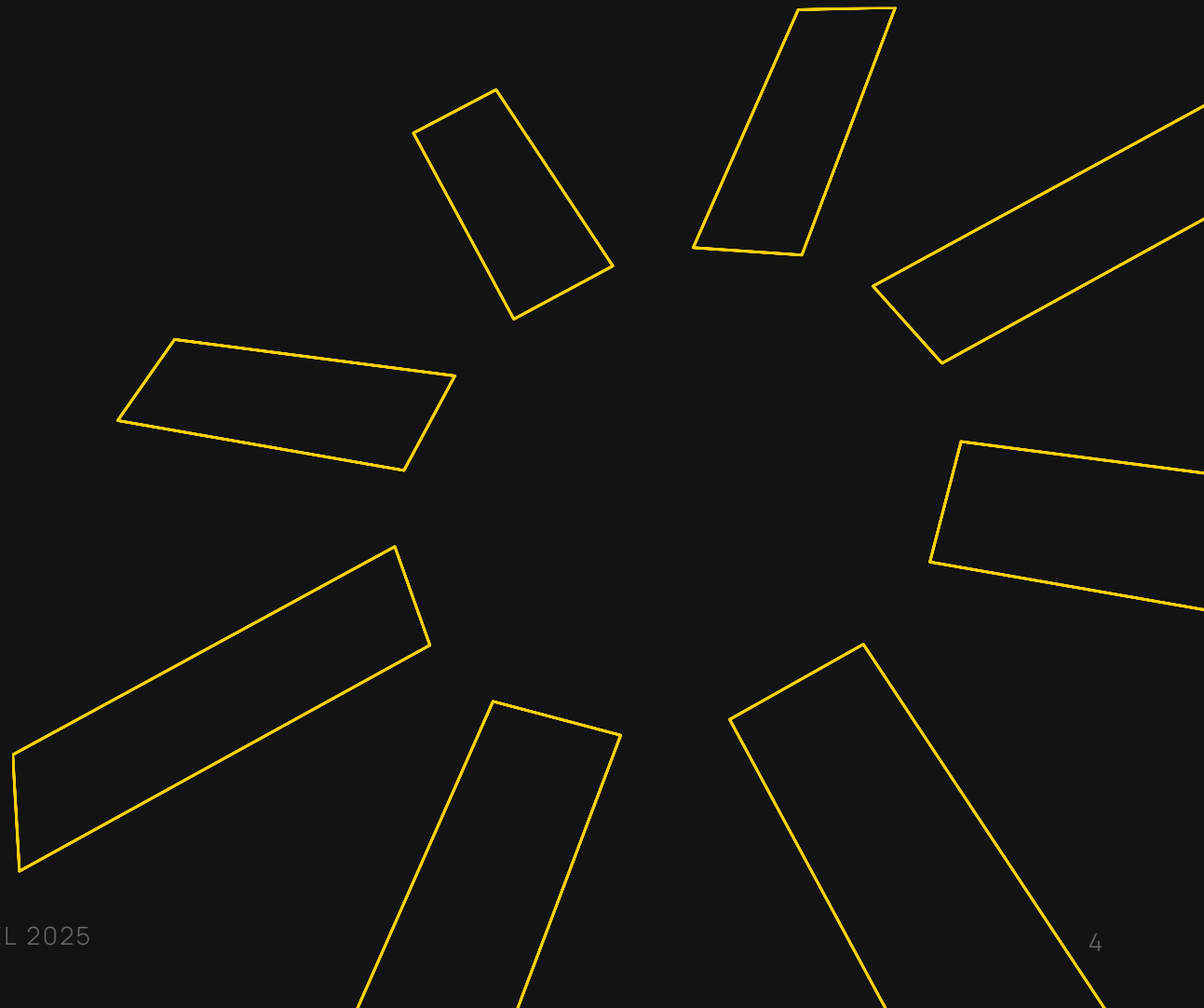
Facilitation & Playback

- Assign an IGEL host to each group as facilitator/scribe
- Keep it conversational,
- Use flipcharts for each group to visually document insights
- Make sure you collect their outputs and agree permission to use anonymized quotes in follow-ups

- Each group answers:
- “What were your top 3 insights?”
- “What’s one thing IGEL should change/do based on this?”

Session Structure

Time	Activity	Purpose
16:15 – 16:20	Intro & Grouping	3 groups of 5 people
16:20 – 16:50	Group Discussion	Facilitated discussion with focused questions
16:50 – 17:10	Top 3 Insights Summary	Groups distil their findings into 3 core takeaways
17:10 – 17:25	Playback to the Room	Each group presents their key insights (5 mins each)
17:25 – 17:30	Wrap-up & CTA	Thank attendees, reinforce IGEL engagement, invite 1:1s



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Discussion Questions

Group 1

"Operational Friction & Complexity"

Objective: Understand where day-to-day complexity, downtime, or inefficiencies are slowing business or consuming IT/OT resources.

- Where do endpoint-related issues most commonly disrupt operations across your production or logistics environments?
- What tools, platforms, or processes are creating more overhead than value today?
- How confident are you that your current approach to patching, support, or recovery meets OT requirements for uptime and stability?

Group 2

"Security & SLA in Operational Environments"

How does security, patching, and recovery challenges impact endpoint SLAs and where IGEL can help reduce risk.

- When a device fails or is compromised, how fast can you recover and who owns it?
- How do you secure OT-connected endpoints without disrupting critical systems or production uptime?
- If an auditor walked in tomorrow, what would be your biggest endpoint red flag?

Group 3

"IT/OT Alignment & Strategy"

Objective: Get a n honest view of how well IT and OT are aligned, where friction exists, and how IGEL could help bridge the divide.

- How are responsibilities split between IT and OT today when it comes to endpoint support and governance, and does it work?
- Where do security, compliance, or network segmentation requirements create friction between IT and OT teams?
- What would a truly collaborative IT/OT model look like in your environment, and what's missing to get there?

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Group Prompters

(For when no one talks)

Group 1

"Operational Friction & Complexity"

Objective: Understand where day-to-day complexity, downtime, or inefficiencies are slowing business or consuming IT/OT resources.

- Are you dealing with too many tools or systems just to keep things running?
- Where does support take the longest, factory, warehouse, remote sites?
- Are there devices you avoid touching because they're fragile or risky?
- What's one issue you've just learned to live with, but really shouldn't have to?

Group 2

"Security & SLA in Operational Environments"

How does security, patching, and recovery challenges impact endpoint SLAs and where IGEL can help reduce risk.

- Is patching something you can do regularly or does production get in the way?
- Who's accountable when a device is down and how fast is it resolved?
- Have you ever been asked for proof of endpoint compliance and struggled to provide it?
- Is there an SLA in place for endpoint fixes? If not, how do you prioritise

Group 3

"IT/OT Alignment & Strategy"

Objective: Get a n honest view of how well IT and OT are aligned, where friction exists, and how IGEL could help bridge the divide.

- Are OT teams happy with how IT manages their devices
- Does OT ever push back on updates or changes to endpoints?
- Are there systems that IT can't touch even when there's a problem
- When you roll out new software or security policies, who approves it on the OT side?

Post-Event Follow Up

- Email each attendee a summary of their group's insights
- Invite them to a short 1:1 follow-up on their specific challenges
- Use anonymised quotes as voice-of-customer in internal IGEL roadmap planning
- Leverage the intelligence gathered to develop an IGEL in Manufacturing Briefing Document/Whitepaper