

IGEL Advanced Services



IGEL Business Continuity Accelerator Enterprise

Assisting Organizations with Work From Home Initiatives

As the COVID-19 situation evolves and front line heroes work hard on containing and mitigating COVID-19, IGEL Advanced Services Global team is working hard in supporting our valued customers and partners towards their Work From Home (WFH) initiatives.

Our mission is to provide best possible support for our customers and partners through these difficult times related to COVID-19 outbreak. Keeping that in mind, IGEL Advanced Services team has developed an IGEL Business Continuity Accelerator package which includes configuration, setup and implementation of IGEL Cloud Gateway (ICG), combined with IGEL OS endpoint devices to provide a centrally managed remote endpoint solution. By using your existing IGEL UMS infrastructure the ICG infrastructure becomes an extension of what you already know.

IGEL Advanced Services team has developed a robust process to expedite the installation and configuration of your ICG infrastructure to support your Business Continuity and Work from Home initiatives. This can allow you to keep up with your ever-evolving business needs. A key part of this package is a quick assessment of your current environment, definition of your infrastructure needs and deployment of ICG infrastructure. Once complete, based on your agreed upon deployment methodology, the IGEL Advanced Services team will help with configuration, testing and implementation of your external IGEL devices.

What's Included:

- Quick pre-requisite / health check to ensure Ports (UMS, Console, ICG) / HW / SW Requirements (latest Firmware, Licenses, and available certificates, etc.) are in ready shape for ICG Install and setup
- Identify connectivity and deployment methodology for IGEL ICG endpoints

ICG and UMS Profile Configuration:

- Configuration of UD Pockets
- Install ICG on Azure / AWS / On prem - Ubuntu



DMZ Server <> Certificate enrollment <> UMS Profile Configuration

- Create/ test process for ICG endpoint deployments
- Assist with pilot deployment of ICG endpoints
- Document the deployment
- Knowledge transfer and provide necessary training

Piloting ICG Device rollout:

- Help troubleshoot any ICG Infrastructure / Endpoint issues
- Knowledge transfer on ICG and additional ICG connected endpoint deployments
- Access to IGEL Academy

Also Included:

Additional Help with having access to IGEL Subject Matter Expert (SME) TRM (Technical Relationship Manager) for 5 days (up to 40 man hours):

- For any further assistance with ICG endpoint deployment and assistance
- Access to IGEL priority support related to new remote IGEL devices

