



## INFO BRIEF

# IGEL ENTERPRISE MANAGEMENT PACK

The Essential “Work from Anywhere” Software Solution



Organizations around the world have experienced a pronounced shift in how, and especially where people do their jobs. The initial “emergency mode” migration from the office to home at the outset of the global COVID-19 pandemic left many organizations stumbling to maintain business continuity and worker productivity as people tried their best to mimic their familiar office work environment from home office, living rooms, and in some cases, from their kitchens. Those organizations already running VDI or DaaS with IGEL OS had

an immediate advantage and weathered the transition to home much faster and with many fewer bumps in the road than those who were not fully leveraging the cloud in this way.

This reality set in motion a new paradigm where people will continue to work from home either full-time or at least on a part-time basis. And for the first time in history, working from home is no longer a rare perk for the select few, it's a fundamental demand of most of the new, widely distributed workforce.

Fortunately for organizations already using VDI or desktop as a service (DaaS) with IGEL OS on their people's endpoint devices, they already have the key required tools to fully embrace the new way of work. The IGEL offering that enables this is Enterprise Management Pack, a software subscription that includes three enabling technologies for the new way of work – the IGEL Cloud Gateway (ICG), Shared Workplace, and the IGEL Asset Inventory Tracker (AIT).

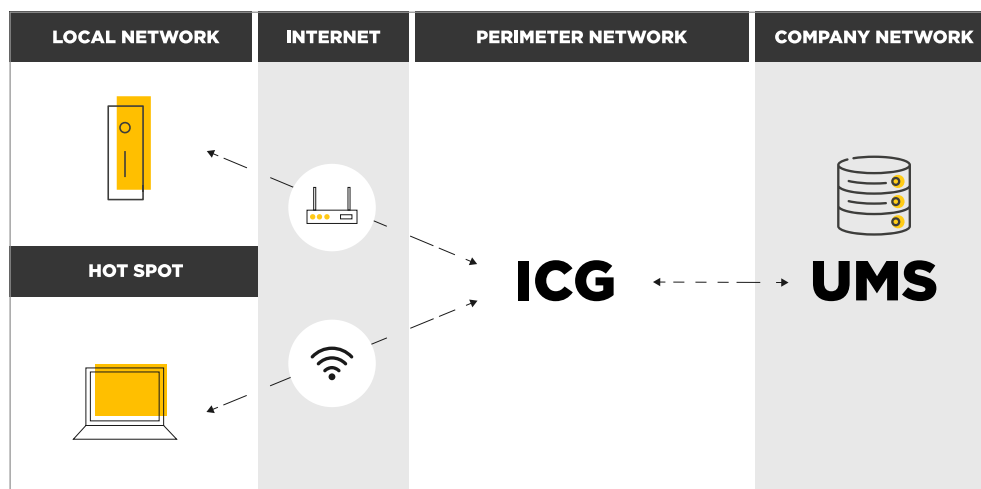
## IGEL CLOUD GATEWAY (ICG)

The IGEL Cloud Gateway enables an IGEL Universal Management Suite (UMS) console administrator to fully manage and control end-user devices located “off network” - outside of the corporate LAN. It is not a VPN solution, but a cost-effective and highly secure way to set up, manage, and control remote IGEL OS-powered devices per organizational standards. It is therefore essential in organizations where end-users may be working from home or some other remote location, while replacing the common and oftentimes costly VPN connections.

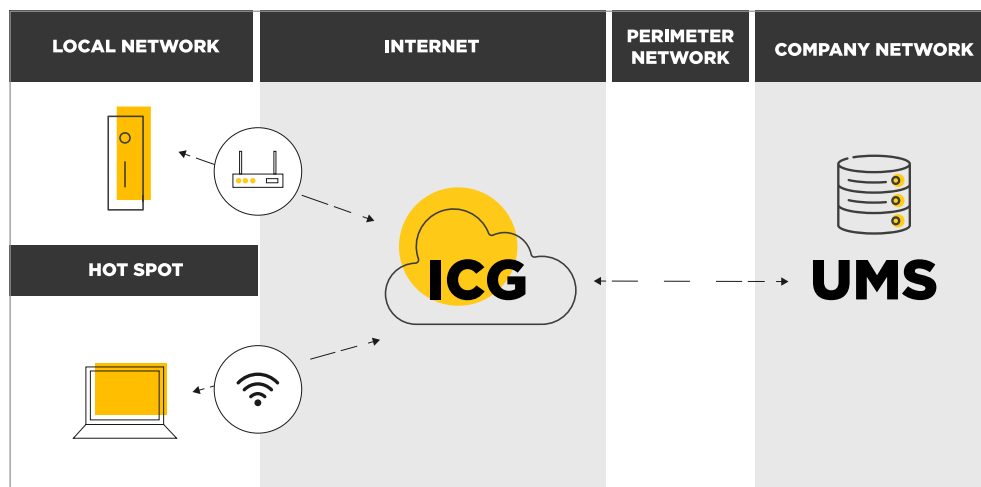
The ICG extends the reach of the UMS to include remote devices used by work-from-home and work-from-anywhere workers, enabling a UMS console administrator to include all these remote devices and conduct the same actions and procedures on them as those endpoints in the local, corporate LAN. This even includes secure shadowing of remote off-network devices for troubleshooting purposes, wherein the UMS console support engineer can take over a remote user’s keyboard and mouse, if necessary.

### IGEL CLOUD GATEWAY IMPLEMENTATION OPTIONS

#### IGEL CLOUD GATEWAY ON THE PERIMETER NETWORK



#### IGEL CLOUD GATEWAY IN THE CLOUD



## SHARED WORKPLACE

Shared Workplace allows multiple people to use a common, shared endpoint device. As a complement to work-from-anywhere, Shared Workplace enables multiple people to share endpoint devices, with each user's specific credentials and permissions following them from one "community" device to another.

There are a number of usage scenarios that benefit from Shared Workplace. Imagine a row of call center cubicles with stationary PCs, a ticket counter at an airport, or static workstations within a university science lab, to name just a few examples.

Typical use case scenarios for Shared Workplace include:

- Workstations, where different staff members use the same devices
- Shift work, where new users take over after the previous shift
- Call centers
- Libraries, labs, and lecture halls at universities
- Roaming environments, where users frequently switch to fixed workstations, such as in hospitals
- Service/ticket counters
- Checkout station points of service (POS)
- Customer reception areas

Shared Workplace enables end user authentication via Active Directory, and user permissions by policy stay with each user regardless of their current location or endpoint device. For instance, with the re-opening of call centers, those workers who have moved home can return on either a full-time or part-time basis while always remaining fully managed and controlled by the organization.

## ASSET INVENTORY TRACKER (AIT)

The IGEL Asset Inventory Tracker, an extended function of the IGEL Universal Management Suite (UMS) software, enables IT administrators to "see" any peripheral devices (like cameras, headphones, speakers, or card readers) connected to IGEL OS-powered endpoints and view status and useful information on each of these devices.

The AIT identifies and collects information on USB and Bluetooth assets connected to IGEL OS-powered endpoints such as PCs, laptops, or thin clients, offering a centralized view in the UMS, while giving the IT administrator the following capabilities:

- **ASSET TRACKER**  
Track the status of peripheral devices connected to IGEL OS-powered endpoints from the UMS and view asset information which can include asset type, manufacturer, and model number
- **ASSET VISIBILITY**  
Help prevent the use of unauthorized peripheral devices, and reduce capital expenditures related to replacement of lost or broken peripheral devices.
- **ASSET MANAGEMENT**  
Enable connection to external asset management tools via the IGEL Management Interface (IMI) REST API.

## CONCLUSION

The broadly distributed workforce, accelerated by a global pandemic, is now here to stay. As organizations return to “normal”, people have discovered that they can work from home and be more productive while achieving a better work-life balance.

This new way of work is all about freedom and control – end-user freedom to work from virtually anywhere using your endpoint device(s) of choice, along with company IT staff control to ensure secure, managed access to appropriate apps and workloads per company policies and permissions.



These two seemingly opposing ideals can be accomplished with digital workspaces via VDI and DaaS, coupled with IGEL OS running on user endpoint devices. And the key software component for IGEL OS to accomplish this is Enterprise Management Pack, with ICG to enable full management and control of off-network remote endpoint devices, Shared Workplace to enable multiple users to share a common device, and Asset Inventory Tracker to monitor attached peripherals.

An Enterprise Management Pack subscription on every IGEL OS-powered endpoint device allows organizations to thrive in the current “work from anywhere” world, while giving any IT team all the tools they need to ensure complete, secure endpoint management and control.

### FOR MORE INFORMATION PLEASE CLICK ON THE FOLLOWING:

- [IGEL.COM/UMS](https://www.igel.com/ums)
- [IGEL.COM/IGELOS](https://www.igel.com/igelos)
- [IGEL.COM/WORKSPACEEDITION](https://www.igel.com/workspacedition)
- [IGEL.COM/ENTERPRISEMANAGEMENTPACK](https://www.igel.com/enterprisemanagementpack)
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