

## Why have e360 manage your IGEL infrastructure?

Many organizations believe thin client platforms are easily administered and “set it and forget it”. In turn, the endpoints become unmanaged, the user experience degrades, new features are not available and the endpoints become less secure. Proper maintenance and care of endpoints is a must to ensure the latest updates are deployed and enabled for security and optimal performance. This best practice ensures your organization realizes the most value from your investment in IGEL endpoints.

IGEL has built the most secure, high performance endpoint for digital workspaces along with the framework to support it. However, this may not mean you want to manage it yourself. e360 has developed our “IGEL Managed Service” offering to support our clients. This offering will ensure the optimal user experience and security of the endpoint. e360’s IGEL Managed Service provides the following benefits:

- Reduce costs associated with maintenance and planning
- Leverage new features and capabilities faster, reducing your time to value
- Increase the value of your IGEL investment by ensuring it is maintained and secured
- Improve use experience by leveraging our expertise in IGEL and world class VDI expertise



## What is included in the IGEL Managed Service offering?

Short answer: Everything needed to ensure your IGEL endpoints are maintained, support and secured at all times resulting in a better user experience.

We have 3 offerings to support multiple deployment configurations:

- **IGEL Managed Service + Hosted** (e360 hosted in Azure) – for clients who want a fully hosted and managed experience
- **IGEL Managed Service + Cloud** (Client subscription in Azure/AWS) – for clients who want a managed experience but also want support of the cloud based workloads
- **IGEL Managed Service** (Client on-premises deployment or client prefers to manage Azure/AWS) – for clients who want a managed endpoint experience but prefer to run the IGEL infrastructure in their own cloud subscription or use their own on-premises resources

	IGEL MANAGED SERVICE	IGEL MANAGED SERVICE + CLOUD	IGEL MANAGED SERVICE + HOSTED**
<b>PRICING*</b>	As low as \$4 per IGEL device per month (minimum 500 devices)	As low as \$6 per IGEL device per month (minimum 500 devices)	As low as \$8 per IGEL device per month (minimum 500 devices)
<b>FEATURES</b>			
Infrastructure support and maintenance <ul style="list-style-type: none"> <li>• Upgrade and maintain IGEL Universal Management Server(s)</li> <li>• Upgrade and maintain IGEL Cloud Gateway(s)</li> <li>• Work with your backup team to ensure proper backup of critical components</li> </ul>	✓	✓	✓
Image updates and rollouts	✓	✓	✓
Profile updates and rollouts	✓	✓	✓
Level 2 and 3 support tickets related to IGEL	✓	✓	✓
e360 manages scale out of infrastructure components		✓	✓
Manage your IGEL infrastructure (UMS/ICG) AWS/Azure in your subscription		✓	
Fully hosted and managed IGEL infrastructure in an e360 subscription (including costs for Azure consumption and data egress of images)			✓
Multi-year discount available			✓

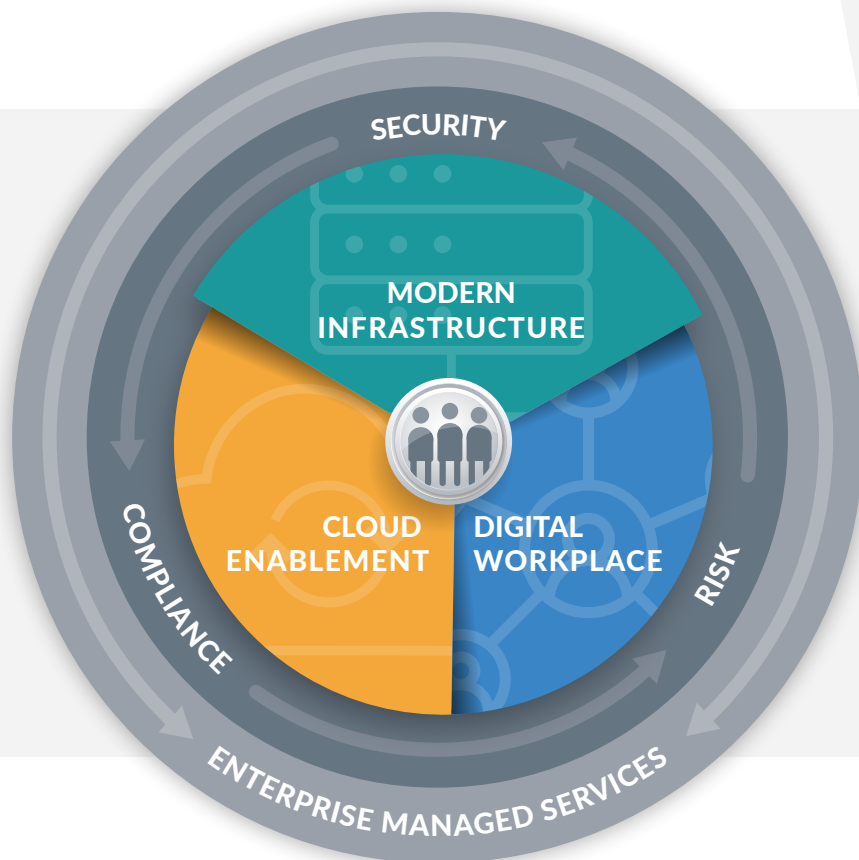
e360 can customize Enterprise Managed Services to suit all of your needs. Contact your account executive or email [sales@e360.com](mailto:sales@e360.com).

\* Client still owns all IGEL licensing and hardware.

\*\* IGEL Managed Service + Hosted will require an onboarding fee to build new profiles/images or migrate profiles/images from an existing deployment.

e360 empowers organizations, leaders and workforces to thrive with technology through the delivery of high-value crafted technology solutions and services tailored to solving our clients most complex business challenges.

As an e360 client, you gain access to a team of talented and experienced professionals who are committed to solving your most complex business and IT challenges — both inside and out of the cloud.



## e360 Professional Services

We offer technology solutions that power modern businesses. We weave security and compliance into our services to help minimize risk to your business operations and reputation.

### Our Partnerships and Certifications

e360 values the long-standing strategic partnerships we've established with a select group of the world's leading technology providers. To that end, we earn and maintain the highest level of recognition possible with each partner. Collectively, our engineers and consultants hold more than 1,000 industry and technology certifications from our partners.

We approach every client engagement from a vendor neutral perspective, assuring our focus is on objectively addressing your business goals and technology challenges.

### Why Choose e360?

e360's ethos of being people-focused is at the foundation of how we've built our company. For more than 30 years, we've worked hard to earn our clients' trust by acting with integrity and empathy. We have more than 200 consultants, engineers, and sales professionals with decades of experience and impressive credentials.

By working with us, you'll get unparalleled service and support from a team that delivers value by innovating strategies and solutions to bring people and technology together in a way that will propel your business forward.