

# IGEL in Banking and Financial Services

Improve Service Quality and Protect Sensitive Data with a Simple, Smart, and Secure End User Computing Approach

In an increasingly competitive banking and financial services marketplace, harnessing technology to deliver outstanding service is more important than ever. At the same time, IT teams face ever-growing pressure to control costs, manage security risk, and ensure compliance with key industry regulations.

This pressure is particularly acute with end user computing. People are at the center of banking and financial services. When they are empowered to innovate and work efficiently, service quality improves.

When endpoint user experience is poor, it directly affects employee productivity and customer satisfaction. Endpoints are also a key information security battleground. They generally outnumber other device types by a wide margin and are used in many different contexts, often by non-technical users. Keeping them secure and functioning well is a complex, costly, and time-consuming endeavor without the right architecture in place.

## Unlock the Full Potential of VDI and DaaS

Banks and financial services firms were among the earliest adopters of remote desktop session hosts and virtual desktop infrastructure (VDI). By executing applications and desktops from the data center using technology from vendors like Citrix, Microsoft, and VMware, IT teams have realized many operational efficiency and security advantages. A centralized end user computing approach simplifies Windows operating system patching and management. In addition, keeping sensitive information off of endpoints greatly reduces the risk of data leakage and simplifies compliance.



Now, many banks and financial services firms are taking the next step by shifting end user computing sessions to the public cloud using desktop-as-a-service offerings like Amazon WorkSpaces and Microsoft Windows Virtual Desktop (WVD).

While shifting Windows desktop delivery to VDI or DaaS unlocks many benefits for banks and financial services firms, the true potential of these architectures is only fully realized when they are paired with a secure and responsive endpoint approach. If the Windows endpoint management headaches that VDI and DaaS eliminate are replaced with new endpoint management challenges, or if end user experience is poor, the advantages of centralized application and desktop execution are lost.

### Simplify and Secure VDI and DaaS with IGEL

IGEL offers IGEL OS, the next-gen endpoint operating system for cloud workspaces, along with simple, smart, and secure management and control software for cloud workspaces and virtual desktops. The IGEL approach helps banking and financial services IT teams maintain the smallest possible footprint on endpoint devices, while giving users a high-fidelity desktop experience that is configured for both local and remote users to flexibly support a vast range of requirements or specialized peripheral needs.

IGEL OS standardizes endpoints onto a single management and control platform while enabling adaptive configuration and granular control, and gives users a familiar, trouble free workspace. With support for more remote display protocols and attached peripheral devices than any alternative solution, IGEL OS delivers an optimized user experience at scale in highly demanding financial services environments.

IGEL OS works in concert with the IGEL Universal Management Suite (UMS). UMS was purpose-built to simplify complex enterprise endpoint environments. It gives IT teams the ability to remotely manage up to tens of thousands of endpoints from a single console with drag-and-drop simplicity.

### Optimize Financial Services Workflows

Using IGEL to deliver a secure, high-fidelity VDI or DaaS experience to endpoints optimizes many common financial services use cases and workflows. For example:

- Retail branches without on-site IT staff can be supported more effectively by centralized IT teams.
- Call center infrastructure can be highly standardized while giving personnel the peripheral support and personalization they need to work efficiently.
- Third-party contractors and consultants can be granted limited access to corporate resources without costly dedicated hardware or security compromises.
- Remote users and offshore developers can access the systems they need to work effectively without local storage of sensitive information or increased IT support complexity.
- Merger and acquisition (M&A) impacts are minimized with a single, unified endpoint management and control platform, with users maintaining a familiar desktop experience throughout the life of the M&A transaction.

Combining centralized desktop execution with secure, well-managed endpoints enables both customer-facing and back office employees to work more productively and achieve better business outcomes.

## Improve IT Efficiency

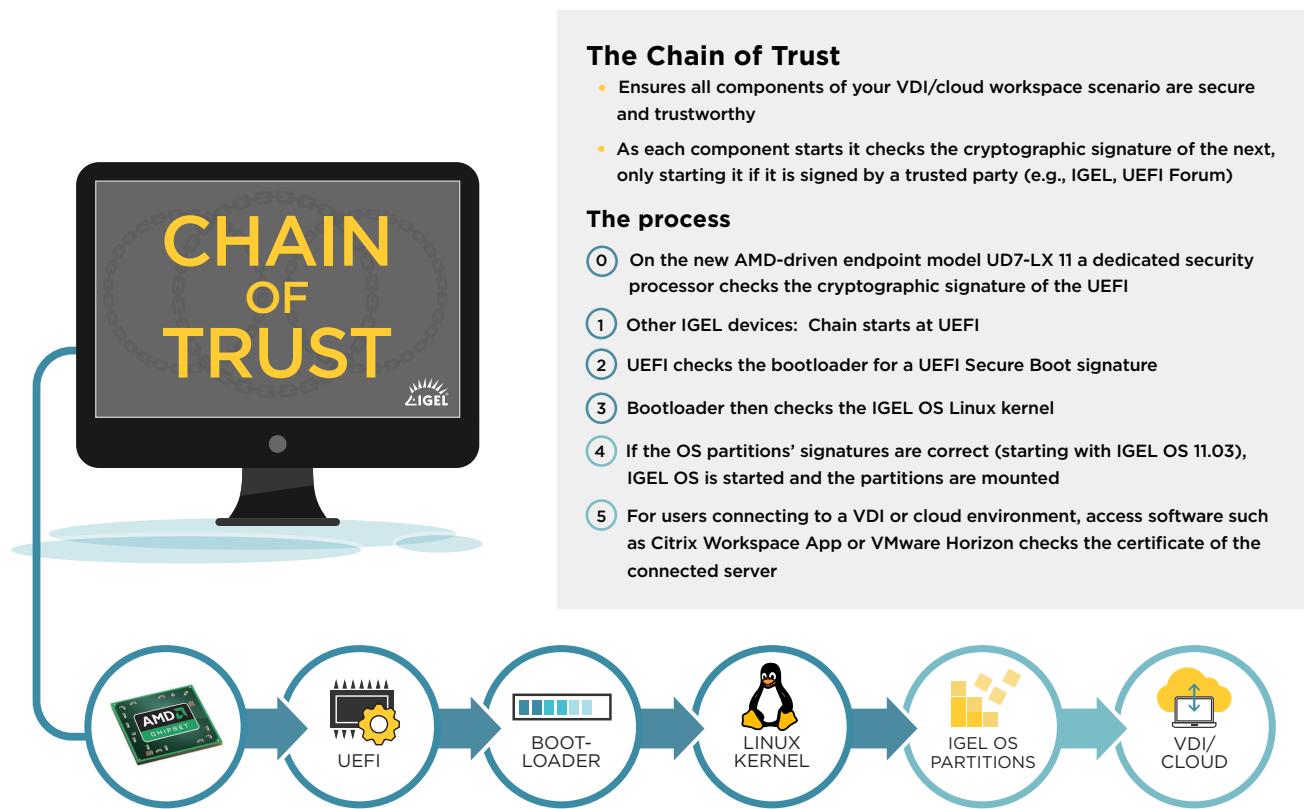
IGEL's smaller endpoint footprint, modular architecture, and powerful management capabilities dramatically simplify endpoint deployment and ongoing management while minimizing potential endpoint attack vectors. IGEL enables zero-touch device deployment and intelligent device configuration based on pre-defined policies. Ongoing firmware updates are delivered in a fast and ultra-reliable manner using an efficient "buddy update" approach that reduces the impact of bandwidth bottlenecks. This includes devices connected to trusted networks, as well as remotely deployed devices, which are provisioned and updated seamlessly through the IGEL Cloud Gateway (ICG). A RESTful API enables communication with other autonomous systems used for management, reporting, trouble ticketing, and other functions to enable easy integration. By eliminating the traditional friction associated with endpoint provisioning and management, IGEL helps financial services IT teams work more efficiently and focus more time on innovation and strategic projects.

## Reduce Hardware Costs

Organizations that run Windows on their various endpoint devices are accustomed to frequent demands for new endpoint hardware with ever-growing resource requirements. Combining VDI or DaaS with IGEL breaks this pattern, allowing banks and financial services firms to sharply reduce capital expenses by repurposing and extending the life of existing hardware investments.

IGEL's Workspace Edition software and UD Pocket USB boot option make it easy to convert devices to IGEL OS and run IGEL OS on legacy hardware, deferring costly hardware upgrades. In addition, IGEL Workspace Edition licenses are perpetual and portable. This gives IT teams the flexibility to leverage past license investments on new hardware by simply reassigning them through an easy-to-use web portal.

## Enhance Security and Simplify Compliance



As a lightweight, read-only operating system that can be configured to include only the modules that are necessary for specific use cases, IGEL OS minimizes the malware attack surface at the endpoint.

The IGEL architecture is uniquely capable of providing a “complete chain of trust” from the endpoint processor (specific IGEL endpoint devices) or UEFI process to the destination server/cloud. This innovative security framework validates each discrete step of the endpoint boot and workspace execution processes.



**We like the IGEL UMS because it is easy to configure and makes the management of the IGEL endpoint devices virtually hands-free for our IT team. Previous to IGEL, some of our processes were manual, and often required an on-site technician to troubleshoot or configure desktop clients. Now we can do this from one central location, which saves time and reduces costs.”**

~ Marc Dell, Engineering Manager, Fulton Financial Corporation

## Download IGEL Workspace Edition to Get Started Today

Banks and financial services organizations that optimize their endpoint management approach with IGEL will reduce operational costs, reduce capital expenses, and improve both employee and customer satisfaction. Are you ready to see the impact that IGEL can make at your organization? [Download IGEL Workspace Edition for free](#) to experience the simplest, most cost effective, and most secure way to deliver VDI and DaaS desktops to your users.

Your IGEL Workspace Edition download will include 3 IGEL OS licenses and complete access to IGEL UMS for management, all of which are free to use for up to 90 days.



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**Simplicity**