IGEL Universal Management Suite (UMS)

EFFICIENT, ENTERPRISE-SCALE MANAGEMENT AND CONTROL FOR IGEL OS-POWERED ENDPOINTS

The IGEL Universal Management Suite (UMS) is a single management solution for up to 300,000 of decentralized IGEL OS-powered endpoints. Extremely easy to use and purpose-built to simplify complex enterprise environments, the UMS supports diverse operating systems, databases and directories. This simple, smart, and secure management software lets IT easily manage any remote endpoint from a single console.

Legendary for its ease of use, the IGEL UMS enables a single IT endpoint administrator to fully manage up to 300,000 endpoints and includes easy, profile-based "drag and drop" endpoint configuration and management.
An enterprise-class platform, the UMS can scale to configure and manage up to 100,000 endpoint devices, and can integrate with other management, reporting, and trouble-ticketing platforms via its IGEL Management Interface. High availability, a REST API, endpoint license portability, and remote device management are just some of the many valuable capabilities of the UMS.

High Availability

The high availability option enables the UMS to offer any degree of scalability, availability, and redundancy. It is designed to address the needs of large environments in which new settings need to be rolled out to several hundred devices at once, or in which the fail-safe rollout of new settings is considered mission critical. An upstream UMS load balancer manages load distribution to ensure that each device can receive new settings at any time without overloading network capacity.

REST API

The UMS can connect via its IGEL Management Interface, a standard RESTful API to existing enterprise management, reporting, and trouble-ticketing systems, such as Microsoft SCCM, IBM Tivoli, or ServiceNow to name just a few. Managing IGEL OS-powered clients can also take place through additional company-specific scripts or programs, in conjunction with the UMS.
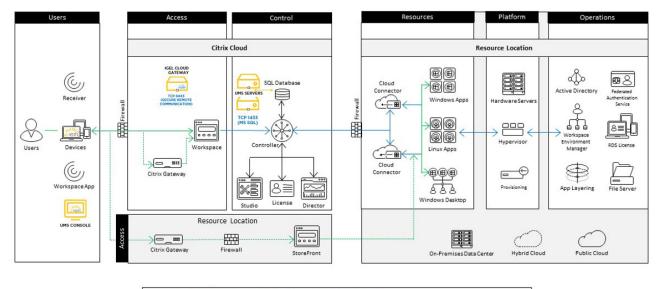
Endpoint Software License Portability

The UMS has the ability, working in concert with the cloud based IGEL Licensing Portal, to not only assign software licenses to endpoints, but to also move a license from one endpoint to another. This "license portability" brings immense flexibility to any organization to optimize endpoint hardware usage and protect hardware investments.

FULL MANAGEMENT AND CONTROL OF REMOTE USER DEVICES

The IGEL Cloud Gateway feature enables full management and control of mobile and remote devices that are "off network", without requiring a VPN connection. This allows IT organizations to manage and control work-from-home, highly mobile, and remote users within their IGEL-powered endpoint estate.

UMS Architecture

Conceptual Architecture – Citrix Cloud Virtual Apps and Desktop Services

Blue → CC/FMA/Mgmt Traffic   Green → ICA/XML Traffic   Black → Auth/DB/App Traffic

*Architecture above is an example for a Citrix installation. Similar architecture is required for AWS, WVD and VMware VDI solutions.

THE RIGHT UNIFIED ENDPOINT PLATFORM AT THE RIGHT TIME

It is time to unify your diverse mix of endpoint devices onto a single unified platform — the IGEL UMS. Doing so results in the following advantages:

1. **Simplicity and ease of use** — a single IT administrator can easily manage and configure all your endpoints, from a single console, with profile-based drag-and-drop configuration and management, along with automated and scheduled administrator functions.

2. **Cost efficiency** — IT and Support teams save time and money as tasks become vastly simplified and automated. Time and resources can be freed up to focus on strategic IT initiatives aimed at advancing corporate objectives that contribute directly to profit margins.

3. **Comprehensive management and control of all your endpoints** — Since IGEL OS can run on any compatible x86-64 device, your IT team can manage ALL of your endpoints with UMS.

4. **Highly scalable** — the UMS offers support for up to 100,000 endpoint devices in a single cluster. The UMS architecture includes an array of design elements for massive scalability, e. g. the caching algorithm and a highly capable memory management system

5. **The IGEL Cloud Gateway (ICG) with secure shadowing for remote management** — with the secure shadowing functionality of ICG, it is possible to manage devices outside the corporate LAN. This enables the helpdesk staff to see and take over users' screens, even for remote home office and mobile workers.
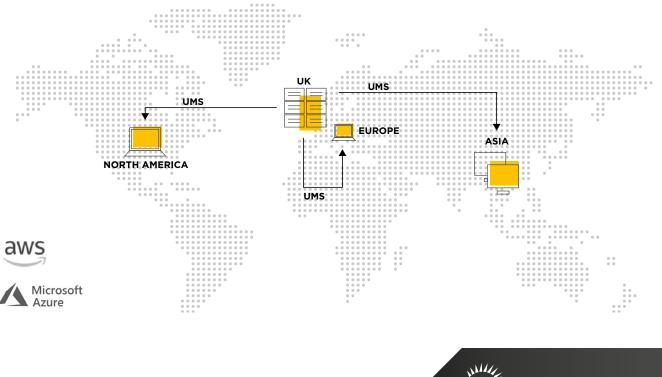
6. **Custom apps and protocol support** — UMS offers comprehensive support for customization like custom partitions, partial updates, and corporate branding according to your business requirements.

7. **Easy rights management** — easily set and apply policies by role, function, department, etc., for granular control of all your managed endpoints with the UMS. Policies and profiles from Active Directory can be easily applied.

UMS CONSOLE INTERFACE

UMS GLOBAL REACH

The UMS enables full management and control of devices located across a city, a country or around the globe.

SPECIFICATION

SIZING AND SCALABILITY	
UMS Server	25,000 devices per server N+1
IGEL Cloud Gateway Server	2,500 devices per server N+1
Database Sizing/Latency	15 MB per firmware 100 KB per profile 100 KB per client Latency: not more than 12 milliseconds connection time between database and UMS servers (jobs, events, logs are out of scope, depends on the evironment and log level)

SUPPORTED PLATFORMS	
UMS Server	Oracle Linux 7 (64 bit) Microsoft Windows Server 2012, 2012 R2, 2016, 2019 (64 bit) Ubuntu 16.04, 18.04 (64 bit) Red Hat Enterprise Linux 7, Red Hat Enterprise Linux 8 (64 bit)
UMS Client	Oracle Linux 7 (64 bit) Microsoft Windows 8.1 , Microsoft Windows 10 (64 bit) Microsoft Windows Server 2012, 2012 R2, 2016, 2019 (64-bit) Ubuntu 16.04, 18.04 (64 bit) Red Hat Enterprise Linux 7, Red Hat Enterprise Linux 8 (64 bit)
Databases	Oracle 11g R2, 12c Microsoft SQL Server 2012, 2014, 2016, 2917, 2019 (with Cluster Support) PostgreSQL Version 9.5-9.6 and 10.1 Apache Derby 10.9-10.14

COMPATIBILITY	
Supported Devices	IGEL Universal Desktop Thin Clients
	all x86-64 endpoints running on IGEL OS
	Devices running Windows 7 or 10 with IGEL Unified Management Agent
	Devices running legacy IGEL Linux OS or Windows 7 Embedded Standard

SECURITY FEATURES	
	SSL / TLS encrypted communication
	Local client certificates
	User / password authentication
	Active directory groups can be used for granular access control
	Failsafe firmware update management for endpoints
	High availability

SUPPORTED LANGUAGES	
	English, German, French, Dutch, Spanish, Italian, Chinese (simplified and traditional)

ADDITIONAL OFFERINGS	
Software Updates	Regular firmware updates included
Software Maintenance	Be sure to get all updates, upgrades & future releases
Support Options	Choose between Select, Priority and Priority Plus support offerings
IGEL Advanced Services	Services and training to guide customers toward a successful rollout of IGEL OS

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for cloud workspaces