APP NOTE

SIMPLE, SMART AND SECURE CALLCENTER – WITH IGEL

Call centers take on an important role in today's business environment.
For online shopping, banking, IT-support, insurance, logistics, and travel agencies; for presales, sales, support, or aftersales, customer care is increasingly delivered via business process outsourcing (BPO) in the form of a call center. These call centers may be centrally located or consist of distributed, remote workers. Ensuring comprehensive availability (up to 365/24/7) places new demands on call center workers and especially on IT. There are call centers that provide on-site customer service in multiple shifts, so the available workstations are used by different employees one after the other. And many call center workers operate remotely from home or elsewhere, on either a full- or part-time basis.

Whether on-site or remote, people need easy, fast and, above all, secure access to sensitive company and customer data, which strongly implies a controlled access to a corporate cloud and/or network.

IGEL combines powerful, centralized endpoint management and control with a lean, lightweight, and efficient endpointoperating system called IGEL OS to enable secure access to desktops and applications running in the data center or the cloud. IGEL OS was designed for easy endpoint management and control, and has a much smaller footprint than a traditional Windows operating system, making it more secure and less taxing on device CPU and memory resources. And it also allows productive work from nearly any x86-64 endpoint and almost any location, which is increasingly important for call centers..

Smart and secure access to cloud workspaces for Call Center Workers

IGEL OS enables easy, secure access to the latest versions of Citrix Workspace, VMware Horizon Client, Microsoft Windows Virtual Desktop Desktop, and Amazon Workspaces, to name just a few.

Linux-based IGEL OS is secure by design. It is modular, in that only the firmware modules required run on any given endpoint, and includes a secure read-only file system. Enhanced security includes IGEL's complete "chain of trust", which verifies all boot-up processes from the user hardware/UEFI to the destination VDI host or cloud, applies to both on- network and remote users working with unified communications tools.

IGEL OS Support for Unified Communications

IGEL OS is the ideal endpoint operating system for cloud workspaces and unified communications, and the IGEL UMS is the perfect complementary platform for managing and controlling IGEL OS-powered endpoints where call center agents may be looking to collaborate from anywhere.
With IGEL OS you can use your unified communications tool of choice!

IGEL OS supports more unified communications software than any other virtual desktop or cloud workspaces OS provider. In addition to Zoom, Teams, Cisco WebEx Meeting & Teams, Jabra, and Avaya are also supported.

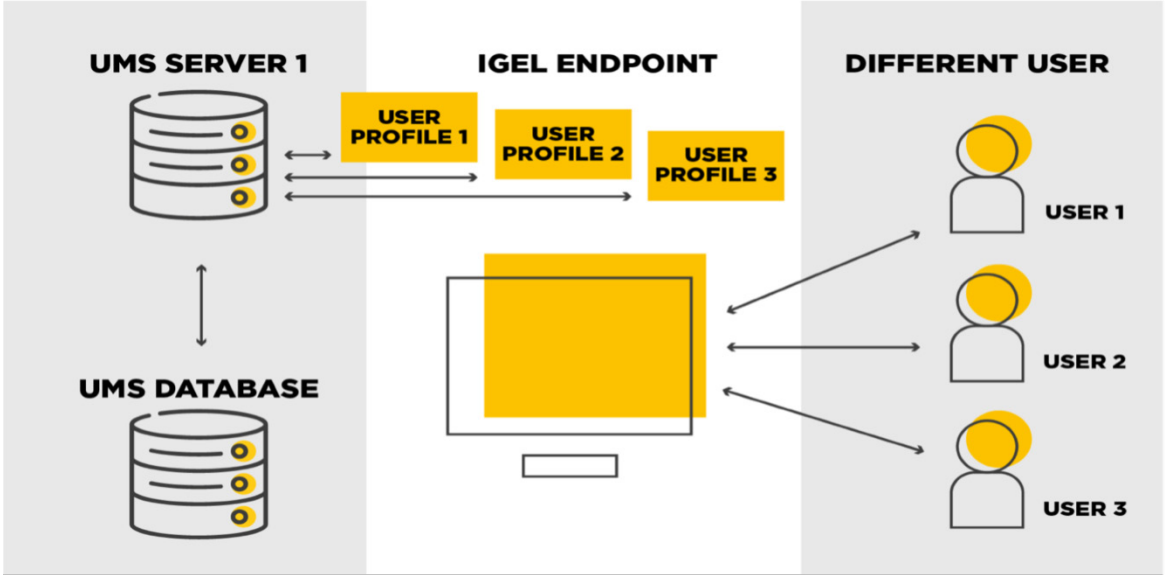
Furthermore a large selection of headsets from three of the most prominent vendors for unified communication hardware: Poly, EPOS & Jabra. Most IGEL OS-supported headsets can be customized by IGEL's management software, the Universal Management Suite (UMS). The UMS can update headset firmware when available.

IGEL OS offers outstanding multimedia performance and supports multimedia offloading to optimize the end-to-end user experience in audio-video or audio-only calls between users, or other standards-based desktop video and conference room systems.

Organizations vary in how much they embrace new work. Some enterprises provide notebooks to their staff, some set up complete shared workplaces, and some allow bring your own device (BYOD). Everything is possible. But there are challenges - the technique has to work for the common good of both the end-user and the company, and it has to be secure.

Shared Workplace

The Shared Workplace functionality is an optional feature of the IGEL UMS that allows user-dependent configuration based on setting profiles and configuration settings created in the UMS that can be linked to user accounts within Active Directory.



This functionality enables support of different people using the same device while using their own individual settings, or in roaming environments, where users frequently switch workstations.

After a user has logged in, the licensed end user for Shared Workplace automatically configures itself. It does this via the UMS server using the individual or group profile stored in the UMS database. These profiles can easily be assigned by an administrator to a user with the help of the UMS console using a convenient drag-and-drop procedure.

Annoyances about constantly different looking and functioning desktops are no longer an issue that prevents employees from enjoying their work and remaining productive.

The staff love it and they are now free to interact with customers and provide the Druids Glen experience without barriers from their IT system."

With Shared Workplace, people can get their work done "their way", regardless of which endpoint device they are using, from shared stations in call centers .

The IGEL Shared Workplace helps ensure maximum organizational management, control, and security by policies while end-users enjoy a highly efficient and productive digital workspace experience.

Enabeling remote workers and temporary staff with secure, controlled access to the corporate environment using their own devices (BYOD)

IGEL OS is quick and easy. Any compatible x86-64 device can be set up in minutes with IGEL's UD Pocket. A highly portable and tiny USB stick solution, the UD Pocket can be delivered via express post to users located almost anywhere. They simply plug it into their device and then connect to the IGEL Cloud Gateway via the Internet and they are up and running!

Across all industries, the flexibility and simplicity of IGEL OS and the UD Pocket offers a quick and secure solution. Based on Linux and structured as a modular, read-only firmware base, IGEL OS has an extremely small attack surface and a broad array of security-focused features designed to minimize exposure and prevent attackers from infiltrating your organization through the most popular entry point: the network edge.

IGEL enables secure access to cloud workspaces from end to end.The IGEL chain of trust applies even to remote temporary and guest users and offers added confidence for IT endpoint administrators.

For those users running IGEL OS via the UD Pocket, once they have completed their work, they need only remove the UD Pocket to return to the native environment.

All underlying apps and files remain untouched. The ease of control, even from remote locations, makes the UD Pocket a simple mobile guest user solution for IT administrators. Upon completion of an assigned task or contract, the UD Pocket at a remote location can be disabled by the IT admin.

IGEL offers the essential components needed to enable people for the new way of work.

IGEL OS

A platform-independent Linux-based next-gen endpoint operating system designed for simple, smart, and secure endpoint control and optimization, IGEL OS allows access to cloud services, server-based computing applications, or virtual desktops, and provides outstanding audio, video, interactive graphics, and unified communications.

IGEL UD Pocket

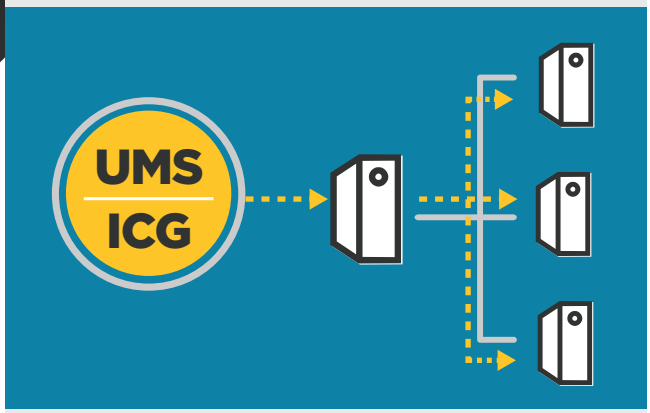
A portable and powerful USB pluggable endpoint solution. No larger than a paper clip, the UD Pocket and UD Pocket2 are essentially "IGEL OS on a stick" and offer secure high performance for remote and mobile workers. IGEL OS boots from an available USB port on a PC, laptop, or any compatible x86-64 CPU-based endpoint device.

IGEL Shared Workplace

Shared Workplace allows user-dependent configuration based on profiles and configuration settings created in the UMS that can be linked to user accounts within Active Directory. This functionality enables different people to use the same device with their individual settings, or in roaming environments like hospital clinician stations, where users frequently switch workstations.

Universal Management Suite (UMS)

A single management and control solution for just a few to up to 300,000 distributed IGEL OS-powered endpoint devices. Purpose-built to simplify complex enterprise environments, UMS supports diverse operating systems, databases, and directories. The UMS server can be located on the corporate network or in the cloud.



IGEL Cloud Gateway (ICG)

The IGEL Cloud Gateway (ICG) enables full UMS management and control of IGEL OS-powered endpoints located "off-network" in remote locations including home offices, remote campuses, or for mobile "road warrior" workers. It extends the reach of UMS without requiring a separate VPN connection to ensure strong management and control of all your IGEL OS-powered endpoints, regardless of their location.

All of the above scenarios and advantages show that IGEL OS offers the optimal IT support for call centers.

Experience more about how IGEL supports the work at your CallCenter at igel.com/resources

IGEL
next-gen EDGE OS
for cloud workspaces