IGEL READY

Program Guide

IGEL READY

Platform. Partners. Possibilities.

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WELCOME.
IGEL READY PARTNER PROGRAM

If you're a hardware or software technology vendor, teaming with IGEL on the IGEL Ready Program can open multiple avenues for you to accelerate business results. IGEL Ready Program will offer you access to a broad range of technical and marketing resources to build IGEL compatible solutions for our mutual end customers and expand market awareness.

By partnering with IGEL - the global leader in next generation edge Operating System for Cloud Workspaces, our partners are able to promote their offerings to 17,000+ IGEL customers and 1,300 resellers.
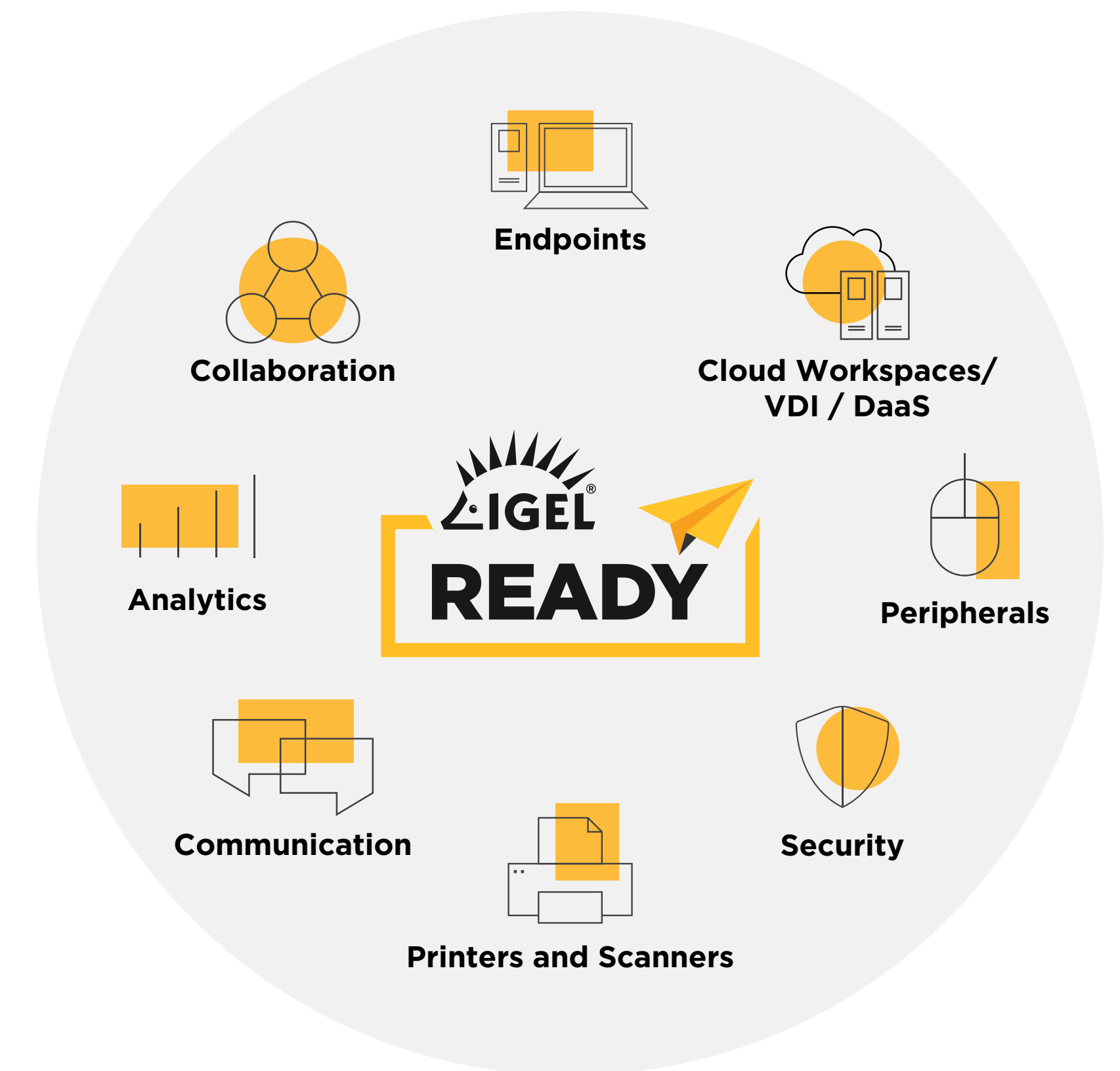
This IGEL Ready Program Guide is your one-stop resource for information on key program details, benefits, and compliance requirements. Whether you're an existing IGEL technology program or looking to become one, this guide provides comprehensive information about program resources and benefits to enable you to derive maximum value out of your partnership.

DISCLAIMER

- This IGEL Ready Partner Program guide (the "guide") provides an overview of the Partner Program. The terms that govern the Partner Program are contained in the IGEL Ready Partner Program Agreement (the "agreement") entered into between IGEL and each partner participating in the Partner Program. All terms not otherwise defined herein shall have the meaning set forth in the agreement.

- This Program Guide is referenced in the IGEL Ready Program Agreement.

- This Program Guide comes into effect on the update date listed below and replaces all prior versions of the Program Guide. IGEL may announce changes at any time to the Program, including but not limited to: changes to benefits and requirements, introduction of new product lines, and changes to product categorization. These changes will be clarified in future Program Guide updates. Changes to the Program

specified in the Program Guide take effect thirty (30) days from the date of the announcement.

- The only binding part of this Program Guide is the content specified in this document and not the content contained in any of the links.

- This Program Guide was last updated **December, 2021**.

- If you have any questions, comments, concerns, or suggestions we want to hear from you. Contact us any time at **ready@igel.com**.

- Thank you for partnering with us. We look forward to working with you on building a great partnership and providing the best solutions and support for every customer and partner.

Endpoints
Collaboration
Cloud Workspaces/ VDI / DaaS
Analytics
Peripherals
Communication
Security
Printers and Scanners

PROGRAM OVERVIEW

Do you share IGEL's vision to revolutionize the secure delivery of cloud workspaces to your customers? NOW is the time to team up!

IGEL Ready Program is an exclusive partner program designed for hardware, software and peripheral companies that want to develop verified, integrated solutions with IGEL technologies. As a member of the program, you can test and validate your products and solutions to qualify for the IGEL Ready status giving your customers confidence that your offerings work seamlessly with IGEL OS in their environment.

IGEL Ready verified products and solutions are featured in the IGEL Ready Showcase —where over 17,000 IGEL customers and 1,300 IGEL channel partners can easily find your offering.

IGEL Ready also offers enhanced benefits specifically designed to drive solution awareness, collaborative go-to-market activities, and technical enablement. In turn, our scalable joint go-to-market campaigns and engagement programs will also help elevate your brand and solution awareness in the cloud workspaces market.

Empower your customers and give them the confidence that your solutions work seamlessly with IGEL in their environment
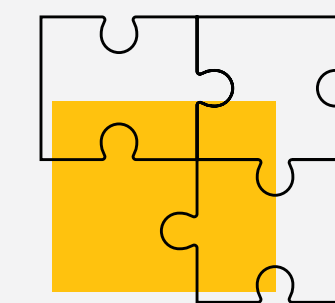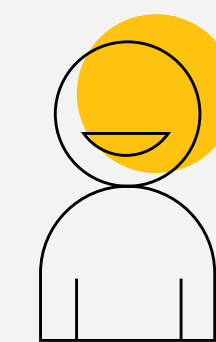
Product Integration

Increased Revenue

Solution Showcase

Customer Delight

HOW TO JOIN

| APPLY | > | PROGRAM AGREEMENT | > | SELF-VERIFY | > | ACTIVATE | > | PROGRESS |

STEP 1: APPLY

Register and submit the Program Application form on IGEL Ready Partner Hub.

STEP 2: IGEL READY PROGRAM AGREEMENT

Accept our NDA and sign the IGEL Ready Program Agreement to gain access to the IGEL Ready Test Kits and NFR Licenses.

STEP 3: SELF-VERIFY

Fill out a short form on the IGEL Ready Partner Hub to, access the appropriate IGEL Ready Test Kit for your product or solution type.

The IGEL Ready test kit provides all of the tools and documentation you need to perform the required testing to complete the self-verification process. Run the test cases and submit the verification results form on IGEL Ready Partner Hub.

To learn more about the IGEL Ready verification process, and to choose the test kit appropriate for you, please refer to the technical verification section.

STEP 4: ACTIVATE

Once the verification is approved by the IGEL team, you activate your partnership with IGEL and join the IGEL Ready Program at the **Activated** level. At this time, you can create your unique IGEL compatible solution profile to be published on the IGEL Ready Showcase.

STEP 5: PROGRESS

Demonstrate valid business opportunities and meet the required criteria to upgrade to higher levels and derive the maximum value out of the IGEL Ready Program. At the **Advanced** level, you can unlock additional benefits and also avail yourself of IGEL integration support for your product.

In order to be considered for **Advanced** IGEL Ready levels, a request for a program upgrade must be submitted through the IGEL Ready Partner Hub and we'll need a valid business case to justify our mutual investment.

IMPORTANT: IGEL Ready reserves the right to reject an application to enroll with the IGEL Ready Program or terminate your membership at any time. Please refer to the Terms & Conditions section to ensure you meet the requirements of the program to maintain your IGEL Ready status.

PROGRAM TIERS

The IGEL Ready Program offers membership at two levels: **Activated**, **Advanced**.

The program is structured starting at the **Activated** tier with the opportunity to progress into **Advanced** tier.

Activated: The Activated tier is the entry membership level. At this level, IGEL will offer you access to resources to self-verify your hardware or software and demonstrate compatibility with IGEL OS. This will enable you to feature and host your IGEL compatible solution on the IGEL Ready Showcase.resources.

Advanced: The Advanced tier is an "invitation-only" level for partners who have developed and co-invested in deep technical integrations and go-to-market engagement with IGEL to create measurable market impact.

ACTIVATED

Begin your IGEL Ready journey, and activate your partnership with IGEL

• **Hardware:** Self-verify your device with IGEL

• **Software:** Self-report your results
(compare IGEL OS implementation *vs* Windows or other Linux versions of your product)

• Feature your offering on IGEL Ready Showcase

Partner supported solution and custom partition integration

*Membership Validity:
1 year*

ADVANCED*

Criteria: Partners demonstrating business success at "Activated" level for 3+ months + minimum 2 employees to be IGEL ICE certified + a dedicated IGEL technical resource + IGEL Statement of Work (SoW)

• **Hardware:** Device validated and supported for IGEL OS with Hardware ID in firmware

• **Software:** Firmware integration; IGEL fully supports the solution

• Higher level of partner management and go-to-market engagement with IGEL

Fully IGEL supported solution and firmware integration

Membership Validity: 1 year

* By invitation-only

PROGRAM PRICING

|	ACTIVATED	ADVANCED
MEMBERSHIP PRICING Jan 2022 - Dec 2022	USD 2,500	USD 8,000
MEMBERSHIP VALIDITY	12 months	12 months
CUSTOM PRICING/ SOW		
Hardware	Self-verification only	Driven by business opportunity + effort/ quantity based
Software	Self-reporting only	
Hardware + Software (Peripherals)	Self-reporting only	

NOTE:

Please contact ready@igel.com for any further information.

Local taxes will be applicable as per country tax regulations.

PROGRAM BENEFITS

Enable a high quality experience for your customers.

Enjoy access to these enhanced benefits specifically designed to drive solution awareness, collaborative go-to-market activities, and technical enablement.
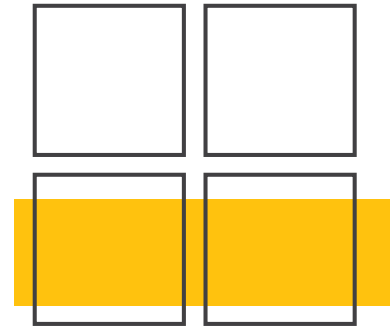
A SHOWCASE FOR YOUR PRODUCT OR SOLUTION

IGEL Ready offers you an opportunity to showcase your offerings to 17,000+ IGEL customers and 1,300 resellers. Capture new customers and market better, by featuring your solutions on the IGEL Ready Showcase.
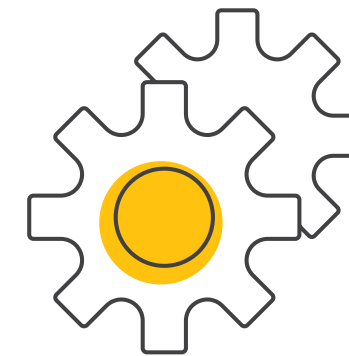
INTEGRATION WITH IGEL

IGEL Ready designates IGEL's highest level of endorsement for your offerings that meet the test criteria set by IGEL. Give your customers added confidence in the compatibility of the joint solution.
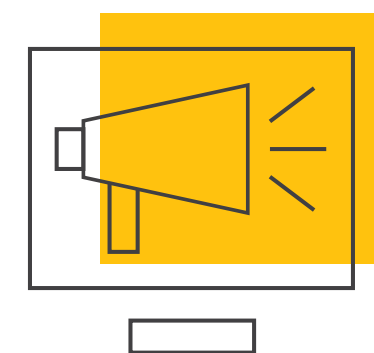
MARKETING, TECHNICAL AND TRAINING RESOURCES

IGEL Ready grants you an insider access to development tools, technical resources, IGEL product updates and new release info. Promote, market and sell your IGEL Ready offerings with innovative marketing programs designed for you.

MARKETING BENEFITS

	ACTIVATED	ADVANCED
Listing on IGEL Ready Showcase	●	●
Access to IGEL Ready Partner Hub	●	●
Press release	●	●
IGEL Ready branding	●	●
IGEL Corporate logo	●	●
Social media	●	●
IGEL blogs	●	●
Lead Generation webinar		●
Co-branded solution brief / datasheet		●
Press release with IGEL Quote		●

IGEL ENGAGEMENT & COMMUNICATION

	ACTIVATED	ADVANCED
IGEL Ready quarterly updates	●	●
Priority invitation to sponsor IGEL DISRUPT conference	●	●
IGEL Ready newsletter	●	●
IGEL Ready annual conference	●	●
Priority invitation and discount on sponsoring industry events*		●
Joint business engagement and planning		●
Priority Invitation to IGEL Ready Partner Advisory Board Meetings*		●
Bi-weekly cadence with IGEL Ready team		●
Opportunity to train IGEL Sales teams		●

* By invitation-only

TECHNICAL BENEFITS

	ACTIVATED	ADVANCED
IGEL NFR Licenses	●	●
Access to Development tools, documentation & API's	●	●
Access to IGEL Ready kits and how-to guides	●	●
Access to IGEL Knowledge Base	●	●
Access to IGEL Academy*	●	●
Ability to submit support tickets on the hub during testing and verification	●	●
IGEL Product Roadmap Sessions (NDA)	●	●
Opportunity to train IGEL technical teams		●
Publish training modules on IGEL Academy		●
Initial verification and integration support by IGEL (additional cost)		●
Access to IGEL Solution Architect		●
Discounted pricing on IGEL Academy Premium		●

*Some courses and training programs may involve an additional fee. Special opportunity to train IGEL technical teams - Only for ADVANCED discounts may be offered as applicable.
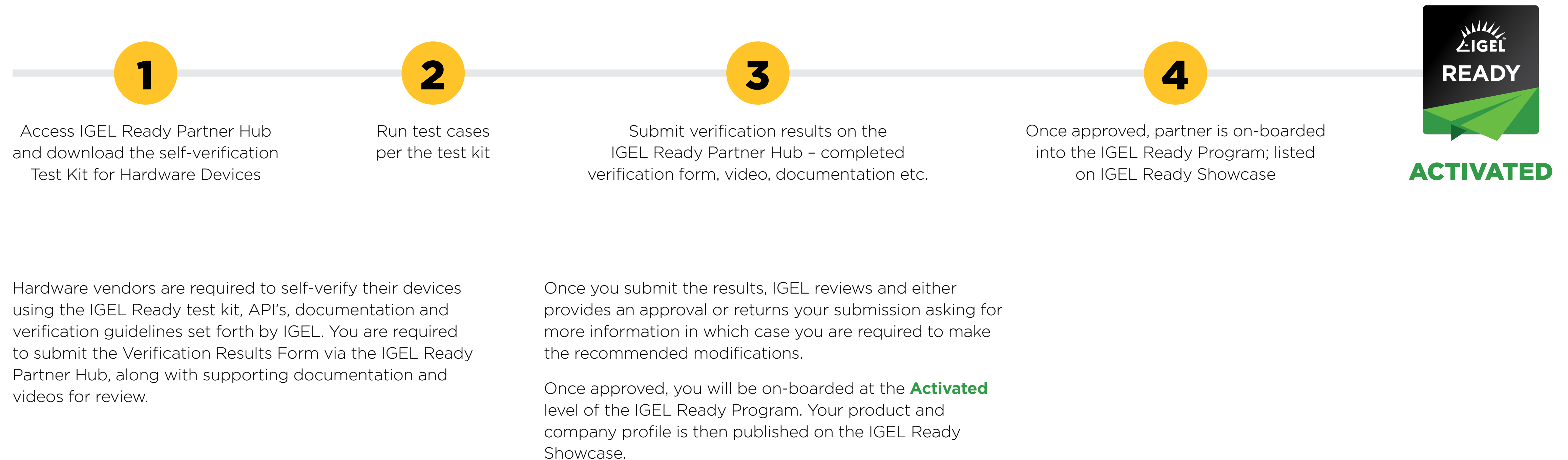
TECHNICAL VERIFICATION

Please choose and click on the verification workflow for your product type.

Endpoints

Cloud Workspaces/ VDI / DaaS

Collaboration

Peripherals

Analytics

IGEL READY

Communication

Security

Printers and Scanners

VERIFICATION PROCESS FOR HARDWARE VENDORS:

STAGE 1: ACTIVATED

Self-Verification

1 Access IGEL Ready Partner Hub and download the self-verification Test Kit for Hardware Devices

2 Run test cases per the test kit

3 Submit verification results on the IGEL Ready Partner Hub – completed verification form, video, documentation etc.

4 Once approved, partner is on-boarded into the IGEL Ready Program; listed on IGEL Ready Showcase

READY
ACTIVATED

Hardware vendors are required to self-verify their devices using the IGEL Ready test kit, API's, documentation and verification guidelines set forth by IGEL. You are required to submit the Verification Results Form via the IGEL Ready Partner Hub, along with supporting documentation and videos for review.

Once you submit the results, IGEL reviews and either provides an approval or returns your submission asking for more information in which case you are required to make the recommended modifications.

Once approved, you will be on-boarded at the **Activated** level of the IGEL Ready Program. Your product and company profile is then published on the IGEL Ready Showcase.

VERIFICATION PROCESS FOR HARDWARE VENDORS:

STAGE 2: ADVANCED
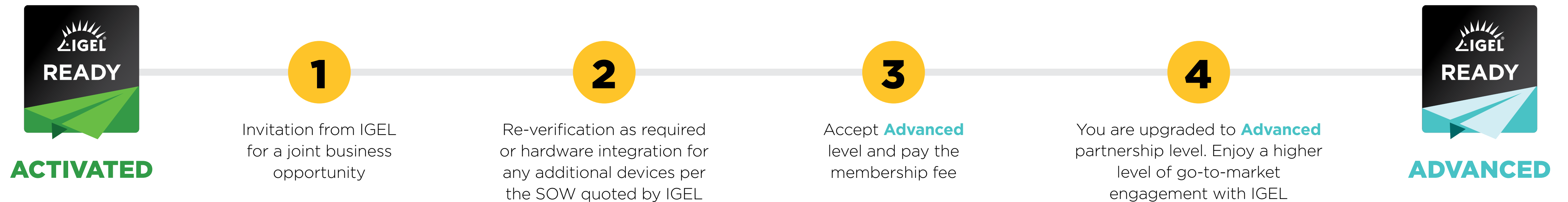
Firmware integration

ACTIVATED

1 Invitation from IGEL for a joint business opportunity

2 Re-verification as required or hardware integration for any additional devices per the SOW quoted by IGEL

3 Accept **Advanced** level and pay the membership fee

4 You are upgraded to **Advanced** partnership level. Enjoy a higher level of go-to-market engagement with IGEL
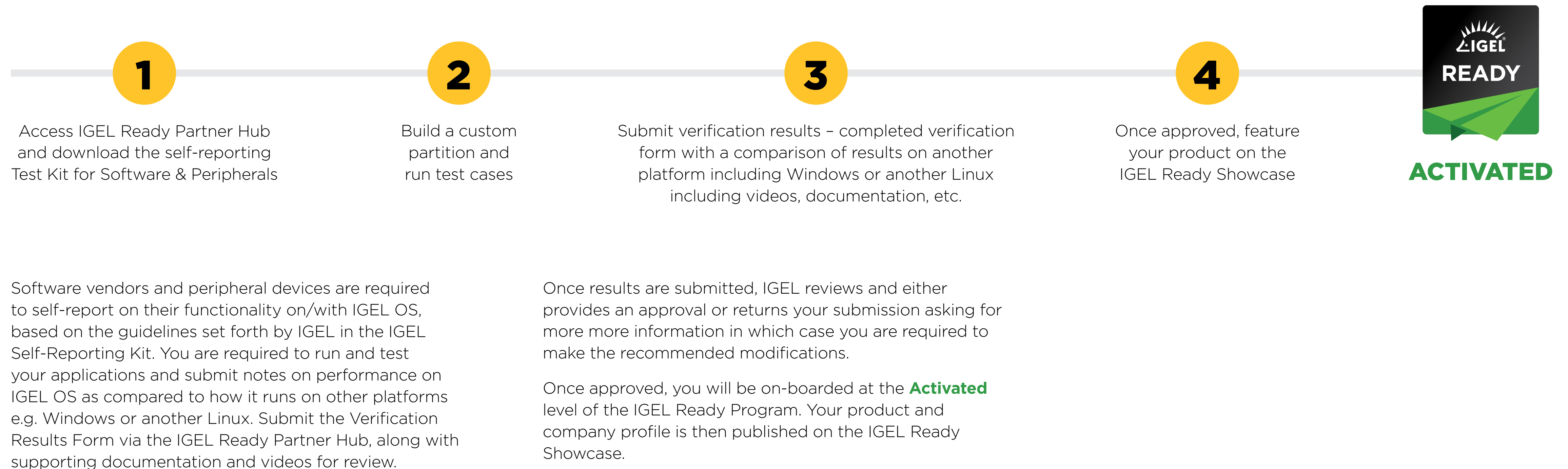
ADVANCED

NOTE: Advanced level requests will involve verification and integration support from IGEL and a custom quote (SOW) for the work, in addition to the IGEL Ready Membership annual fees. Each specific product request will require an additional individual quote (SOW) from IGEL.

The verification Process Lifecycle can vary in time based upon IGEL product management and engineering resources. Most verification processes will be completed within 60-180 days of acceptance.

VERIFICATION PROCESS FOR SOFTWARE VENDORS AND PERIPHERAL DEVICES:
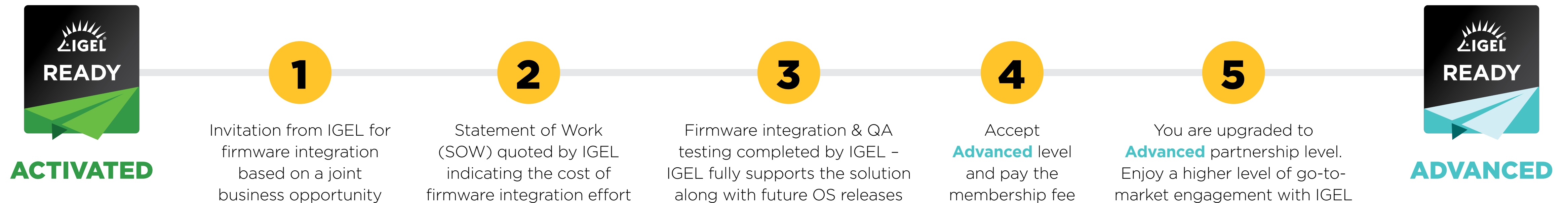
STAGE 1: ACTIVATED

Self-reporting

1 Access IGEL Ready Partner Hub and download the self-reporting Test Kit for Software & Peripherals

2 Build a custom partition and run test cases

3 Submit verification results – completed verification form with a comparison of results on another platform including Windows or another Linux including videos, documentation, etc.

4 Once approved, feature your product on the IGEL Ready Showcase

ACTIVATED

Software vendors and peripheral devices are required to self-report on their functionality on/with IGEL OS, based on the guidelines set forth by IGEL in the IGEL Self-Reporting Kit. You are required to run and test your applications and submit notes on performance on IGEL OS as compared to how it runs on other platforms e.g. Windows or another Linux. Submit the Verification Results Form via the IGEL Ready Partner Hub, along with supporting documentation and videos for review.

Once results are submitted, IGEL reviews and either provides an approval or returns your submission asking for more more information in which case you are required to make the recommended modifications.

Once approved, you will be on-boarded at the **Activated** level of the IGEL Ready Program. Your product and company profile is then published on the IGEL Ready Showcase.

VERIFICATION PROCESS FOR SOFTWARE VENDORS AND PERIPHERAL DEVICES:

STAGE 2: ADVANCED

Firmware integration

ACTIVATED

1 Invitation from IGEL for firmware integration based on a joint business opportunity

2 Statement of Work (SOW) quoted by IGEL indicating the cost of firmware integration effort

3 Firmware integration & QA testing completed by IGEL – IGEL fully supports the solution along with future OS releases

4 Accept **Advanced** level and pay the membership fee

5 You are upgraded to **Advanced** partnership level. Enjoy a higher level of go-to-market engagement with IGEL

ADVANCED

Based on a specific business opportunity, the partner will be invited for a firmware integration with IGEL OS. This means IGEL will fully support the partner solution along with future version releases for the specific calendar year.

NOTE: Advanced level requests will involve verification and integration support from IGEL and a custom quote (SOW) for the work, in addition to the IGEL Ready Membership annual fees. Each specific product request will require an additional individual quote (SOW) from IGEL.

The verification Process Lifecycle can vary in time based upon IGEL product management and engineering resources. Most verification processes will be completed within 90-180 days of acceptance.

RESOURCES

As an IGEL Ready partner, you will have access to exclusive resources to promote your IGEL Ready designation and to further support your IGEL Ready journey.

IGEL READY PARTNER HUB

IGEL Ready Partner Hub is your self-service portal for managing your partnership with IGEL. You can access all your technical and marketing benefits via this portal. You can also easily manage your IGEL Ready membership account and choose to renew or upgrade your membership as required.

Some important benefits and resources that you can access via IGEL Ready Partner Hub are as follows:

a. **Manage IGEL Ready membership:** The Ready Partner HUB can help you manage your IGEL Ready membership, renewals and upgrades. You can also manage your company contacts, users and admins per the company roles.

b. **Co-branded templates:** IGEL Ready partners have access to a broad variety of co-branded marketing templates to create collaterals such as whitepaper, solution brief, case study, eBook etc. as outlined in the marketing benefits matrix. The partners can work with the IGEL Ready team to build and review these co-marketing assets. This access would vary based upon IGEL Ready membership level.

c. **IGEL Licenses, development tools and API's:** IGEL Ready partners receive access to development tools such as NFR licenses, APIs, SDKs, toolkits and product and development support, allowing partners to test, integrate and develop solutions with IGEL.

d. **Training and certification on IGEL products:** An important element of the IGEL Ready program is knowledge transfer through education and training. With the program, you can get access to the required training and certification courses to enable you to build, market and support your IGEL integrated solutions and offerings (Please note, some courses may require a fee.)

e. **IGEL Ready logo and Brand Guidelines:** The IGEL Ready badge is awarded to partner hardware and software products and solutions that have successfully met the test criteria set by IGEL. As a key element, the brand logo gives customers added confidence in the compatibility and technical integration of the hardware and software product, or joint solution. You can download the IGEL Ready logo and review the visual identity/ branding guidelines on the IGEL Ready Partner Hub. It is important that you use the IGEL Ready logo in accordance with the trademark usage terms specified in your IGEL Ready Partner Program Agreement.

f. **Technical Integration Support:** The IGEL Ready Partner Program is staffed by IGEL technology experts, solutions architects and technical support engineers to help you integrate and test your hardware, and software products, or solutions with IGEL technology. Access the IGEL Ready Partner Hub to download the verification kits or process guidelines or request additional support. Support varies based upon IGEL Ready membership level.

IGEL READY SHOWCASE

IGEL Ready Showcase is a one stop shop for customers to explore and evaluate IGEL compatible third-party products and solutions. As an IGEL Ready Partner, you can feature your hardware and software products, and/or solutions the IGEL Ready Showcase giving customers an increased confidence in your offerings.

You can create, edit and manage your Showcase company and product profiles via the IGEL Ready Partner Hub. You are encouraged to keep the information on your Showcase profiles relevant, up to date and complete with marketing resources such as brochures, solution briefs, videos etc.

Showcase submissions are reviewed by the IGEL Ready team prior to posting.

IGEL READY COMMUNICATIONS

As an IGEL Ready partner, you will get exclusive access to a regular communication and cadence with the IGEL team. Communications from IGEL Ready would include a series of emails and newsletters that will provide the latest news on program benefits, promotions, product updates, and events on a periodic basis. IGEL social media channels are also used to promote joint solutions and other news. In addition, you can participate in an ongoing dialogue with us by sending questions and comments to **ready@igel.com**.

Partners at the Advanced tier would also get an elevated and strategic level of engagement with the IGEL Ready technical and marketing teams, including weekly/bi-weekly/monthly calls as decided.

EVENTS

As an IGEL Ready Partner, you will be given a priority invitation to attend live roadshows, classroom training sessions, and other events. Live events include:

a. **IGEL DISRUPT:** The cloud workspaces forum of the year! Featuring IGEL, Microsoft, Citrix, VMware and Amazon, the leading industry cloud providers in the EUC, VDI and DaaS marketplace. An open, global conference where customers, analysts, companies, architects, consultants, and product experts converge to see how the IGEL OS and cloud technologies work together to make businesses more agile and efficient

b. **Industry Trade Shows:** IGEL Ready may extend the invitation to your company to join the IGEL booth within industry trade shows such as, Citrix Synergy, VMworld, Microsoft Inspire, HIMSS, etc. to showcase the jointly verified solutions.

c. **IGEL Ready Conference:** You will be invited to an annual/ quarterly virtual or in-person conference for all IGEL Ready partners. This conference will provide with partners information on program updates, IGEL product roadmaps, key initiatives and other topics. The partners are highly encouraged to join us for these events to stay updated and make the most of their IGEL Ready status.

d. **Custom Training:** All IGEL Ready members receive access to the comprehensive IGEL Knowledgebase and IGEL Academy. Contact the IGEL Ready team for any custom training requests.

TERMS & CONDITIONS

You must meet the IGEL Ready Partner Program requirements outlined in this section to be eligible for any of the rights and benefits offered by the program.

PROGRAM LEVEL REQUIREMENTS

In order to qualify for the IGEL Ready Program, partners must meet the following requirements:

1. You must complete and submit the online registration application on the IGEL Ready Partner Hub.

2. You must have agreed to and executed the current IGEL Ready Program Agreement and required addendums based on your tier level.

3. You must complete verification or testing of at least ONE hardware or software product or solution using the appropriate IGEL Ready Verification Kit, and as per the guidelines set forth by IGEL.

4. You must provide all the requested materials needed for your product or verification to be posted on the IGEL Ready Showcase.

5. You must make the annual payment per your chosen membership level.

MEMBERSHIP PERIOD

The IGEL Ready Program membership period is based on the date you accept the IGEL Ready Partner Program Agreement and the end date specified in the agreement.

ONGOING REQUIREMENTS

1. Responsibility for Your Accounts

You are responsible for all passwords and all activity associated with your accounts including dealings with third parties that take place through your account or associated accounts. You must also keep passwords and accounts confidential, and you must immediately inform IGEL of any possible misuse of your accounts or any security breach related to the IGEL Ready account.

2. Company Profile and Membership

You must make sure your company IGEL account associated with the IGEL Ready Partner Program is up to date which will enable IGEL to provide better support. You must also provide IGEL with the business, marketing, sales, and technical contacts that will be the primary contacts for the IGEL Ready Partner Program.

3. Membership Renewals

In order to renew your membership, you must meet the requirements for your membership level at the time of renewal. If you do not meet the requirements your membership will not be renewed. IGEL understands that sometimes key resources leave the company and you need time to hire new resources. If this type of change causes you to not be able to meet your membership compliance requirements, please notify us. IGEL will notify your designated contact of any upcoming agreement expirations that are going to occur within the next 60 days.

4. Reinstating Program Membership

If your membership has expired, you may re-apply by contacting ready@igel.com. You must meet the requirements at the time you apply to be reinstated. If your re-application is approved, you will be subject to the current program requirements. IGEL reserves the right to reject any membership re-application without cause.

5. Compliance

IGEL and your company agree to comply with all data protection laws and regulations applicable to it under the terms of this Program Guide. The General Data Protection Regulation Terms ("GDPR Terms") describe the conditions under which IGEL and your company shall comply with data protection laws with respect to any personal data relating to European Union residents obtained by one party (acting as a processor) from the other (acting as a controller) and processed for the purposes contemplated by this Program Guide and/or the IGEL Ready Partner Agreement in force between IGEL and the Partner.

FAQ

ABOUT IGEL READY

Q. WHAT IS IGEL READY?

IGEL Ready is an exclusive partner program designed for hardware, software, and peripheral companies that want to develop verified, integrated solutions with IGEL technologies. The program helps our customers and partners to derive more value from IGEL, by offering a repository of tested and validated products and solutions that work seamlessly with IGEL OS.

Q. WHAT DOES IGEL READY MEAN FOR CUSTOMERS?

The IGEL Ready designation on your product or solution gives an assurance to your customers that your offerings are compatible with IGEL OS. It also allows customers to easily find your offerings via the IGEL Ready Showcase.

Q. WHY SHOULD I JOIN THE IGEL READY PROGRAM?

IGEL Ready offers enhanced benefits specifically designed to drive solution awareness, collaborative go-to-market activities, and technical enablement. Through the program, your company, products and solutions can gain exposure to 17,000+ IGEL customers and 1,300 IGEL channel partners via the IGEL Ready Showcase. Our joint go-to-market programs will also help you create a strong product integration story for our mutual customers.

Q. WHO CAN JOIN THE IGEL READY PROGRAM?

The IGEL Ready Program is meant for hardware and software companies that want to demonstrate product and solution compatibility with IGEL OS. The IGEL Ready partner ecosystem spans across product and solution companies, across various categories including (but not limited to) -

- Hardware endpoints such as thin clients, laptops, desktop PCs, monitors, etc.

- Printing devices including printers, scanners, printer drivers, printing solutions, etc.

- Software applications for Cloud Workspaces, Desktop as a Service (DaaS), VDI, analytics, monitoring, networking, collaboration, security, etc.

- Peripheral devices such as headsets, smart card readers, keyboards and mouse, smart tokens, flash drives, etc.

ON-BOARDING

Q. WHAT ARE THE DIFFERENT TIERS IN THE IGEL READY PROGRAM?

The IGEL Ready Program offers membership at two levels: Activated and Advanced. The Advanced tier is only available to partners that have met the integration and business criteria as set forth by IGEL.

Activated – This is the entry level-tier where IGEL will offer you access to resources and test kits to enable you to self-verify your hardware or software and demonstrate compatibility with IGEL OS.

Advanced – To qualify for this tier, you must have worked with IGEL to demonstrate full integration into the firmware. At this tier, the solution is fully supported by IGEL with a commitment to ongoing validation and verification.

Q. HOW CAN I JOIN THE IGEL READY PROGRAM?

You can get started and join the Activated tier of the IGEL Ready program with four simple steps:

- **Step 1** – Complete and submit your IGEL Ready Application Form.

- **Step 2** – Accept our NDA terms and sign the IGEL Ready Program Agreement.

- **Step 3** – Self-verify your products and submit the results on the IGEL Ready Partner Hub.

- **Step 4** – Begin your IGEL Ready journey at the Activated level. Create and submit your IGEL Ready Showcase profile pages.

FAQ

Q. HOW DO I UPGRADE TO THE HIGHER TIERS OF IGEL READY?

Progression to the higher Advanced tier is only open to partners who are interested in deeper solution integration with IGEL OS, based on a business opportunity or customer ask. This deeper integration will require the partners to work with IGEL teams and in certain cases, to ship their devices to IGEL office locations.

There is an extra cost involved in the product integration process to upgrade to the Advanced tier, which will be quoted via an IGEL Statement of Work (SOW). To begin the integration process, you will need to make a request via the IGEL Ready Partner Hub and accept the fee as per the SOW.

Once the required product integration is completed successfully, you will have the opportunity to move to the next program tier. After the upgraded program fee is remitted, you will receive the benefits associated with that particular tier.

Q. WHAT IS THE FEE FOR IGEL READY?

There are 2 components to the IGEL Ready Program fee –

1. The annual membership fee for each tier – **Activated** and **Advanced**

2. Custom pricing for a product integration request (IGEL SOW) – which comes into effect for upgrade requests to the Advanced levels

Please refer to the pricing section of this guide for more details.

Q. WHAT IS IGEL READY PARTNER HUB?

IGEL Ready Partner Hub is a self-service portal that provides you access to comprehensive information about the IGEL Ready program resources, processes, and benefits to enable you to derive maximum value out of the partnership.

You will get your IGEL Ready Partner Hub credentials once your request to join the IGEL Ready program is accepted. You can then log in to your account to complete your program application, submit product verification requests, and manage your IGEL Ready Showcase profiles. You can use the IGEL Ready Partner Hub at any time to easily manage your membership online and access the latest marketing and technical resources and benefits available to you or raise support tickets.

Q. WHEN DO I NEED TO RENEW MY IGEL READY MEMBERSHIP?

Your IGEL Ready membership would be valid for a period of one year from the date of last IGEL Ready invoice.

Renewal notifications will be sent to your organization's primary contact (as listed on the IGEL Ready Partner Hub) 60 and 30 days before the renewal date, allowing you adequate time to review the agreement and to make the payment. The partners will be provided a grace period of 30 days after the renewal date to complete the renewal process on the IGEL Ready Partner Hub.

Q. WHAT HAPPENS IF I DECIDE NOT TO RENEW MY IGEL READY MEMBERSHIP?

If your IGEL Ready partnership is not renewed, you will lose your IGEL Ready status and all program benefits will be suspended after the completion of the 30-day grace period. Your product listing will be removed from the IGEL Ready Showcase. You will no longer have access to the IGEL Ready Partner Hub and other technical or marketing resources as stated in your program agreement.

MARKETING

Q. WHAT ARE THE BENEFITS OF JOINING IGEL READY?

We've created a list of meaningful benefits that can help with your IGEL product integration efforts and in turn elevate your solution awareness in the Cloud Workspaces industry. Key benefits include access to several resources, technical support and maintenance, co-marketing programs including press release, blogs, podcasts, co-branded marketing assets, and more. View the complete list of technical and marketing benefits here.

Q. WHAT IS IGEL READY SHOWCASE?

IGEL Ready Showcase is an online portfolio of all IGEL compatible solutions, allowing the customers to easily explore and evaluate the right offering for their business needs. All IGEL Ready approved products and solutions are published on the IGEL Ready Showcase. As an approved IGEL Ready partner, you will have the ability to feature and maintain exclusive pages for your company as well as each verified IGEL Ready offering. These pages will allow you to upload important information about your company, products, marketing resources, brochures, and videos.

FAQ

Q. HOW CAN I FEATURE MY PRODUCTS ON THE IGEL READY SHOWCASE?

Please follow the steps below to feature your product or solution on the IGEL Ready Showcase:

- **Step 1** – Log in to the IGEL Ready Partner Hub using your credentials (You'll receive these credentials after program enrollment).

- **Step 2** – Go to 'Manage Showcase Product Profiles'. Find the list of your approved products.

- **Step 3** – Choose the approved product for which you'd like to create a Showcase profile. Complete and submit the form for approval.

Q. HOW DO I OBTAIN MY IGEL READY LOGO?

IGEL Ready logo and other marketing templates are available for download in the Resources section of the IGEL Ready Partner Hub. It is important that you use the logo in accordance with the trademark usage terms and branding guidelines set forth by IGEL.

Q. HOW DO I LET MY CUSTOMERS KNOW ABOUT MY IGEL READY MEMBERSHIP AND STATUS?

The IGEL Ready program offers pre-approved press release templates that may be used by you to announce your IGEL Ready partnership. An IGEL executive quote may also be offered to the partners at the highest tier (Advanced). You are required to get your PR draft approved from IGEL prior to release.

In addition, we encourage you to promote and share your IGEL Ready Showcase pages to your customers. You will have the ability to feature information and marketing assets about your company and verified products via the Showcase webpages.

TECHNICAL VERIFICATION

Q. WHAT DOES SELF-VERIFICATION OF A PRODUCT MEAN IN IGEL READY?

IGEL Ready self-verification is an assessment process to ensure your products and solutions are compatible with IGEL OS (or UMS).

Self-verification is an important step that you need to complete to demonstrate your product or solution compatibility with IGEL OS and get approved in the IGEL Ready program. IGEL will offer you access to resources such as IGEL Ready Test Kits and NFR licenses to complete this step.

The IGEL Ready test kit consists of the documentation, steps, and test procedures that you need to run. You will be required to submit the self-verification results per the listed test cases, along with supporting documentation to IGEL for review and approval.

Q. HOW DO I INITIATE IGEL READY PRODUCT VERIFICATION?

You can follow these steps on your IGEL Ready Partner Hub account to submit a new product verification –

1. [Prerequisite] Completed and approved IGEL Ready online application.

2. [Prerequisite] You must have accepted the required IGEL NDA/EULA.

3. Access and download the appropriate IGEL Ready test kit for your product/ solution category.

4. Run the test cases defined in the test kit.

5. Submit the verification results form, including required documentation, log files, or videos.

The IGEL Ready team will review your verification results and provide an approval or request for more information.

Q. I CANNOT FIND THE TEST KIT FOR MY PRODUCT TYPE ON IGEL READY PARTNER HUB. WHAT CAN I DO?

We are in the process of populating the IGEL Ready Partner Hub with test kits to cater to multiple product categories. If you don't see your product type, please write to us at ready@igel.com. The IGEL Ready team will get in touch to assist you.

Q. I HAVE AN EXISTING VERIFICATION WITH IGEL, IS IT VALID FOR ME TO BECOME AN IGEL READY PARTNER?

IGEL recommends re-verification for every major release of either an IGEL OS version or partner product. If you have an existing verification with IGEL on an older version, it may require re-verification to continue with the IGEL Ready process. Please write to us at ready@igel.com to assess the viability of your existing verification.

FAQ

Q. IS THERE A FEE FOR PRODUCT VERIFICATION WITH IGEL?

The partners can join the program at the Activated level by completing the self-verification of their products using the resources and test kits provided by IGEL. At this point, there is no cost involved for product verification.

Progression to the Advanced tier call for IGEL involvement in product integration efforts such as private build, custom partition, or firmware integration. There will be a cost for such integration and a custom price will be quoted by IGEL after the evaluation of the specific integration ask.

Q. CAN I SEND MY DEVICES OR PRODUCTS TO IGEL FOR VERIFICATION?

Any new partners intending to join the IGEL Ready program will be required to start at the Activated level by completing the self-verification of their products. IGEL will NOT accept any devices for verification at this stage.

Only approved partners at the Activated tier can utilize the option to send their devices to IGEL for verification after acceptance of the IGEL SOW and custom pricing quote. Please log in to your IGEL Ready Partner Hub account to initiate such requests.

Q. WHEN CAN I ACCESS MY IGEL NFR LICENSES AND APIS?

You will be able to access applicable IGEL NFR licenses after you have accepted the IGEL Ready NDA/ EULA agreement and your IGEL Ready program application has been approved. You can check the status of your application at any time by logging into the IGEL Ready Partner Hub.

Q. HOW CAN IGEL NFR LICENSES BE USED?

All IGEL software licenses provided through the IGEL Ready program are considered not for resale (NFR) licenses. NFR licenses are solely for the purposes of developing, testing, training (internal only), demonstrating, and supporting integrations between your products and IGEL.

NFR licenses are not perpetual and come with a validity period.

SUPPORT

Q. WHAT TYPE OF SUPPORT IS AVAILABLE TO IGEL READY PARTNERS?

A support incident request can be raised only by an Advanced tier partner. The limit is twelve per year for Advanced partners.

Q. WHAT HAPPENS IF I USE UP MY SUPPORT INCIDENTS?

If a partner uses all the provided support incident requests in a year, additional support may be provided by IGEL based on a business opportunity or customer involvement. Please write to ready@igel.com with a business case justification and customer details. The IGEL Ready team will evaluate your request and respond.

Q. WHAT SUPPORT DOES IGEL PROVIDE TO CUSTOMERS USING THIRD-PARTY SOLUTIONS VERIFIED BY IGEL READY?

If a customer experiences issues with third-party integration, we recommend the customer to open a support incident directly with the third-party partner. If the partner determines that the issue appears to be with IGEL, the partner can, in turn, open a ticket via IGEL Ready Partner Hub for further assistance.

We recommend that our partners allocate a technical resource that can work with IGEL Support until the issue is resolved.

Q. DOES IGEL READY VERIFICATION PROVIDE A WARRANTY OR GUARANTEE RELATED TO IGEL READY PRODUCTS?

No, IGEL Ready does not provide any warranty or guarantee on any product, solution, or application. The IGEL Ready designation only indicates the compatibility of the product with IGEL OS and that the partner or IGEL has completed the verification tests defined by IGEL. It does not provide performance or operational guarantee of any kind.

OTHER

Q. HOW DO I ACCESS MY IGEL READY RESOURCES AND BENEFITS?

IGEL Ready Partner Hub is your one-stop repository to access all your IGEL Ready resources, including program guide, marketing templates, IGEL Ready logo, test kits, and more. Please log in to the IGEL Ready Partner Hub for all your IGEL Ready needs.

Q. HOW DO I ACCESS PARTNER TRAINING AND EDUCATION?

We highly encourage our partners to leverage and complete the sales and technical training programs available in IGEL Academy. Please register and create an account to get started on IGEL Academy – https://learn.igel.com/

Q. HOW DO I ACCESS YOUR SALES/ CHANNEL?

We welcome the opportunity to collaborate with our sales and channel teams on joint opportunities. For any open sales opportunities, please write to us at ready@igel.com.

Q. HOW DO I CONTACT IGEL READY?

Please email us at **ready@igel.com** to get in touch for any other information.

ready@igel.com