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Market Development – Sarah Droney  
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### **Vendor Program Overview**

Thin clients are a cost efficient and energy saving alternative to PCs. Today thin clients are used to access all kinds of office applications and CRM tools, as well as demanding videos and multimedia presentations or digital dictation solutions, and more. They increase data security and compliance with laws and regulations like HIPAA, as sensitive data is not stored locally, and the use of USB-ports can be managed remotely by the administrator. Thin clients come without fans or rotating hard drives, which means they are much more reliable than PCs.

### **Key Products**

High-performance multimedia ace: the new IGEL UD5 thin client  
IGEL zero clients for Citrix HDX, Microsoft RDS/RemoteFX, or VMware Horizon  
IGEL UD10: the New All-in-One Thin Client. Extra Large, Extra Fast  
IGEL Thin Clients with Microsoft Windows Embedded Standard 7  
IGEL Universal Desktop Converter 2 (UDC2) Software: thin client software provides a highly effective alternative to traditional thin client hardware.  
IGEL Universal Management Suite remote management software  
IGEL UD9: An Integrated Thin Client with an Intel Atom Processor

### **Maintenance/Support**

End Customers a standard two-year hardware warranty  
Customer simply has to fill out a registration form

### **Media**

No media - IGEL thin client is bundled with the full version of our IGEL Universal Management Suite

### **Authorization Requirements**

Authorization can be facilitated through your Ingram Micro iGel licensing team.

### **Ordering Requirements**

1. Reseller Partner name and IM account #
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)
8. Serial key(s) of licenses being upgraded

### **Product Delivery**

Standard ETA is 3 to 5 for available stock. If product is not readily available ETA can be 5 to 14 days.  
Product is shipped standard UPS ground unless otherwise specified.

**Renewals**

All iGel products are shippable products which include a warranty. License renewals are not applicable.

**Pricing Programs**

iGel offers deal registration pricing opportunities to many of the partners. Customer requesting special pricing should contact the iGel territory rep supporting the area where the end user is located.

**Important Notes**

Please verify that the pricing on the PO and the pricing on the IM quote match.

**Returns Overview**

All returns request should be submitted to the iGel licensing desk. All approved return request will be issued an RMA#. The RMA # should be placed on the outside of the package(s) being returned to iGel.

Please include the following IM order information:

Your Ingram account number

Your PO #

Ingram Order number

SKU of product to be returned

Quantity (please note—the entire quantity must be requested for return-no partials)

Reason for Return

Returned items should be sent to:

IGEL Technology America

Ph: 513 616 2640

2106 Florence Ave.

Cincinnati, OH 45206

Please contact our licensing desk with any questions at [lgel-licensing@ingrammicro.com](mailto:lgel-licensing@ingrammicro.com)

February 2015