CASE STUDY

Transforming Nonprofit IT:

YMCA of Greater Charlotte Teams with XenTegra and IGEL to Deliver a Modernized Check-In Experience for Members and Guests

IGEL OS made it easier for the nonprofit to repurpose existing hardware and future-proof its infrastructure; the XenTegra Cares program reduced the cost of the nonprofit's hardware refresh through exclusive pricing and a customized digital transformation strategy.

Summary

YMCA of Greater Charlotte faced challenges related to outdated endpoint hardware, which affected its ability to provide secure and seamless access to community services. In response, the organization initiated a modernization effort, including IGEL's Secure Endpoint OS Platform, which had previously demonstrated effectiveness in streamlining endpoint device management, enhancing security, and increasing operational efficiency for the nonprofit.

Through its collaboration with XenTegra and participation in XenTegra Cares, the YMCA of Greater Charlotte procured 30 new IGEL OS licenses, adding to its existing 150+ IGEL OS-powered HP T430 endpoints, to future-proof its infrastructure. The flexibility of IGEL OS enabled the nonprofit to select LG endpoint hardware during the recent refresh, thereby mitigating the effects of supply chain delays.

The deployment of IGEL OS, in conjunction with Microsoft Azure Virtual Desktop (AVD), has streamlined the YMCA's member and guest check-in procedures, which leverage Salesforce's CRM software, and has enhanced security through the IGEL Preventive Security Model™. The read-only nature of IGEL OS prevents unauthorized modifications, strengthening the organization's cybersecurity posture. These enhancements have positioned the YMCA for continued growth, operational resilience, and cost efficiency.

Looking forward, the YMCA intends to expand the deployment of IGEL OS to its back-office operations, further improving operational capabilities and supporting knowledge workers. Overall, these modernization initiatives have enabled the organization to maintain a secure, efficient, and adaptable endpoint environment, enabling it to better serve its community now and in the future.

INDUSTRY
Nonprofit/Community Organization

LOCATION
Charlotte, NC

KEY STATS

- Expanded IGEL deployment beyond existing 150+ endpoints through the purchase of 30 IGEL OS licenses and 25 new LG endpoints
- Saved 20-30 minutes per endpoint reimaging hardware with IGEL OS

KEY BENEFITS

- Seamless and secure check-in process for YMCA of Greater Charlotte members and guests.
- A modern endpoint infrastructure environment that is simple to manage.
- Ability to repurpose existing hardware, thereby reducing costs and future-proofing infrastructure.
- Enhanced security with a read-only IGEL OS that prevents user modifications.
- Business resiliency through the IGEL Preventive Security Model™, which reduces attack surfaces and enforces Zero Trust principles.
- Flexibility of endpoint hardware choice due to supply chain delays.
- Exclusive, nonprofit pricing through the XenTegra Cares program.

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>
> **~ Juan Llaza,** Senior Technical Support Technician, Association Office, YMCA of Greater Charlotte

END USER COMPUTING ENVIRONMENT

- IGEL OS
- IGEL Universal Management Suite (UMS)
- Microsoft Azure Virtual Desktop (AVD)
- Salesforce (CRM)
- LG All-in-One Thin Clients
- HP T430 Thin Clients

Business Challenge

The YMCA of Greater Charlotte, which serves the community through youth development, healthy living, and social impact programs, was struggling with an outdated fleet of endpoint hardware, which was impacting its ability to modernize its member and guest check-in process and deliver seamless and secure access to the community services it provides.

To overcome these challenges, the organization recognized an urgent need to modernize its endpoint environment. However, due to supply chain issues, it was having trouble procuring new endpoints to replace the aging hardware. In addition to replacing aging equipment, the organization sought to expand its IGEL deployment to enhance security, simplify endpoint device management, and streamline operations. These upgrades were necessary to ensure the YMCA of Greater Charlotte could continue serving its community effectively.

The Solution

The adoption of IGEL, a global leader in endpoint security, with the **IGEL Secure Endpoint OS Platform** for now & next, is an integral part of YMCA of Greater Charlotte's IT operational landscape. They were already a satisfied IGEL customer with 150+ HP T430 thin clients running IGEL OS when they approached **XenTegra**, its technology services partner, for guidance on enhancing their endpoint environment.

"Before deploying IGEL, it took 20-30 minutes per endpoint to reimage an endpoint device," said **Juan Llaza, Senior Technical Support Technician, Association Office, YMCA of Greater Charlotte.** "Now, that is no longer necessary. IGEL OS-powered endpoints are easy to manage through the IGEL Universal Management Suite, which has streamlined the deployment process following initial setup."

Through XenTegra Cares, YMCA of Greater Charlotte purchased 30 new IGEL OS licenses and procured 25 LG thin clients to meet its hardware refresh goals. "Through our XenTegra Cares initiative, we help nonprofit organizations close the digital divide, enabling them to amplify their missions and reach their goals. Doing this in conjunction with our technology partners enables them to engage nonprofits in a similar way, creating a true force multiplier for everyone involved. We deliver impact through exclusive pricing models for eligible 501(C)3 organizations, customized digital transformation strategies, and access to industry-leading technology and resources," said **Andy Whiteside, CEO, XenTegra**

Furthermore, as the IGEL OS platform enables businesses to repurpose any x86 endpoint device, including desktop PCs, laptops, tablets, and thin clients, YMCA of Greater Charlotte reduced its hardware refresh costs by repurposing its aging HP thin clients. This approach gave the nonprofit the flexibility to future-proof its endpoint infrastructure without investing in a complete hardware upgrade. "With IGEL, the user experience remains the same, regardless of the hardware," said **Llaza**.

The Outcome

The YMCA of Greater Charlotte currently uses the IGEL OS platform to facilitate seamless and secure check-in procedures for members and guests, in conjunction with Microsoft Azure Virtual Desktop (AVD), across most of the nonprofit's physical workstations. "This configuration enables full desktop access within a Windows environment, with the IGEL OS-powered device serving as the gateway to the remote desktop VDI environment," said **Llaza**. "End users can now utilize their Microsoft credentials to access their workstations using two-factor authentication."

> "Because IGEL OS is read-only, this further enhances security by preventing end users from making modifications."
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> **Juan Llaza**
> Senior Technical Support Technician, Association Office, YMCA of Greater Charlotte

In certain instances, the nonprofit has configured IGEL OS-powered endpoints in kiosk mode, featuring browser-only applications such as Salesforce's CRM software, which is utilized for member and guest check-in, thereby restricting functionality to the specific applications required in those scenarios. "Our check-in stations are configured in this manner to facilitate operational efficiency, from the outset of our daily 5 AM opening hours throughout the. This setup also strengthens our cybersecurity posture by streamlining the permission sets required for accessing member and guest accounts related to the check-in process," added **Llaza**.

The use of IGEL OS has made the hardware refresh process seamless for end users. Additionally, the flexibility of hardware options provided by IGEL OS has enabled the YMCA of Greater Charlotte to navigate supply chain challenges by selecting readily available hardware.

Moreover, YMCA of Greater Charlotte also appreciates the resilience delivered through the **IGEL Preventative Security Model™**, which removes attack surfaces and enforces Zero Trust principles through the **IGEL Preventative Security Architecture™** — an immutable, modular design with no local data, safeguarded by the Trusted Application Platform and supported by built-in Business Continuity. "Because IGEL OS is read-only, this further enhances security by preventing end users from making modifications," said **Llaza**.

The deployment of IGEL OS at YMCA of Greater Charlotte resulted in a seamless hardware refresh, positioning the organization for future growth, ensuring operational continuity, and delivering cost savings through the XenTegra Cares program. By updating its aging endpoint hardware and acquiring new LG thin clients, the nonprofit now maintains a modern endpoint environment.

Initiatives are underway to extend the deployment of IGEL OS to the organization's back-office operations to support knowledge workers and further enhance the organization's operational capabilities.

The Customer

The YMCA is one of the nation's leading nonprofits, strengthening communities through youth development, healthy living, and social impact. The YMCA of Greater Charlotte—comprised of 14 membership centers, three program centers, and two overnight camps—nurtures the potential of children and teens, improves health and well-being, and inspires action to support neighbors. Deeply rooted in the Charlotte region for more than 150 years, the Y is building a stronger future by enhancing community well-being, equipping youth as the next generation of changemakers, empowering its people while advancing unity and innovation, and strengthening the resources that sustain its mission. Guided by a vision of thriving, empowered, and connected communities, the YMCA of Greater Charlotte is a proud recipient of a 4-star rating from Charity Navigator.

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