



# Streamlining IGEL License Management Across 11 Business Units

**Need:** GLOBAL RETAIL CUSTOMER SEEKING THE ABILITY TO CONSOLIDATE, SIMPLIFY AND SCALE - WITHOUT DISRUPTING OPERATIONS.



**Thousands of locations installed**



**9000+ endpoints converted & secured**



**Centralized visibility**

## Summary:

As a global leader in eyewear, our client sought to modernize and streamline its endpoint licensing strategy across 11 distinct business units—without disrupting daily operations. With over 9,000 IGEL licenses spread across a mix of perpetual and subscription models, the company faced rising complexity, inconsistent renewals, and inefficiencies in license management.

To meet these challenges, this retailer partnered with CPC to implement a scalable, centralized solution through the IGEL Managed Services Program (MSP). CPC delivered a seamless transition to a co-termed subscription model, consolidating existing licenses, simplifying procurement, and enabling predictable, quarterly billing aligned with the client's financial planning cycles.

## Goals:

- **Unifying Licensing:** Convert over **9,000 licenses**—both perpetual and subscription—into a single, co-termed subscription agreement.
- **Centralized Control:** Establish a streamlined system to manage licenses across all business units.
- **Simplify Budgeting:** Create a **quarterly payment plan** that allowed predictable budgeting and easy onboarding of new licenses.
- **Enable Scalability:** Implement a structure that allowed for efficient true-ups as licensing needs



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## Technical Challenges:

Despite being a long-time IGEL customer, the client faced growing complexity in managing its endpoint environment:

- **Patchwork of Licenses:** A fragmented combination of perpetual and subscription licenses with inconsistent renewal dates.
- **Lack of Central Oversight:** No centralized method to manage or report on licensing across **11 separate business units**.
- **Inefficient Procurement:** Constant need to issue new purchase orders for small batches of licenses as devices were added.
- **Pressure to Migrate:** IGEL was encouraging the client to convert all perpetual licenses to a modern subscription model.

## Solutions:

As a trusted IGEL partner, **CPC** brought both technical expertise and a deep understanding of the client's business environment. Leveraging the new **IGEL Managed Services Program (MSP)**, CPC delivered a tailored solution that:

- **Converted Existing Licenses to Credits:** Transitioned the client's 9,000+ licenses—including support agreements—into a single MSP subscription with **financial consideration for existing investments**.

## The Result:

A unified licensing environment with centralized visibility, improved operational agility, and cost-effective scalability—laying the foundation for continued growth and simplified endpoint management across the enterprise.

*"CPC's IGEL MSP solution transformed our complex, fragmented license environment into a **centralized, flexible, and cost-effective model**. By focusing on strategic alignment and operational efficiency, CPC helped us future-proof our IGEL investment and unlock the full potential of its endpoint infrastructure."*



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