Parallels®

Customer Case Study

Bezirk Mittelfranken with Parallels RAS

> “We now have a comprehensive and affordable IT solution that supports our continued growth.”
>
> “Parallels RAS has enabled us to extend the lifecycle of our older hardware.”
>
> Oliver Keck
> *IT Administrator*

The Results

EASE OF USE AND STREAMLINED MANAGEMENT

Simplified application and desktop delivery and increased efficiency.

INCREASED REMOTE ACCESSIBILITY

Shadowing and remote assistance improve technical support.

LOWERS THE TOTAL-COST-OF-OWNERSHIP

Extension of the hardware life cycle and support for legacy software.

About Bezirk Mittelfranken

- A Government district located in northwestern Bavaria.
- The district supports public institutions for social, economic and cultural well-being.
- This is an area of 7245 square kilometers with 1.8 million inhabitants.
- Bezirk Mittelfranken employs 1200 people.
- The name Mittelfranken has been used by the administrative district since 1838.

The Challenge

In the past, the government district of Bezirk Mittelfranken (Middle Franconia) relied on custom software to deliver applications to users on remote devices connected to their private network. IT admins were frustrated by their inability to manage, deploy and quickly scale their end-user computing (EUC) environment. The government organization needed a virtualization solution that supports all types of applications, such as enterprise resource planning, Microsoft Office, medical applications and in-house custom applications. The IT leaders decided to look for a solution that would enable them to manage users and streamline installation and updates centrally. However, the cost was a concern for Bezirk Mittelfranken, and they needed a solution that worked with all devices and provided comprehensive features without exceeding the budget.

The Solution

Research on the leading remote desktop and application solutions led Bezirk Mittelfranken to implement Parallels® Remote Application Server (RAS). Bezirk Mittelfranken is now able to securely deploy resources and support end-users on thin clients, PCs, Mac computers, as well as smartphones and tablets. Shadowing and remote assistance have streamlined management, enabling the IT team to help users regardless of traditional geographic constraints. Parallels RAS provides a reliable remote application infrastructure centrally managed through a single pane of glass. Additional Parallels RAS features used by Bezirk Mittelfranken include load balancing, session-based desktop clones, and reporting and monitoring. The government organization was impressed that all the features came fully loaded without the need for expensive add-ons and outside technical consulting. Parallels RAS integrated smoothly with supporting legacy software, reducing the need to purchase new hardware.

The Results

Parallels RAS has simplified digital transformation with its comprehensive solution. Session management has increased efficiency and simplified application and desktop delivery. The set-up was quick and easy, and user migration took place in hours instead of days. Constant Parallels RAS improvements enable Bezirk Mittelfranken to implement cutting edge technologies such as a pre-launch feature that uses Artificial Intelligence (AI) to map the computing habits of employees, supporting Parallels RAS to pre-launch remote desktops for faster login and helping staff to become immediately productive when they begin their workday. Parallels RAS also enables businesses to easily convert legacy machines into secure, pseudo thin clients with desktops hosted on the shared server. IT administrators at Bezirk Mittelfranken have extended the PC hardware lifecycle, reducing the need to buy new computers and maximizing the government's IT budget. Overall, the district of Bezirk Mittelfranken has been very satisfied with the solution provided by Parallels RAS.

Parallels

Parallels is a global leader in virtual desktop, application delivery and mobile device management solutions. Thousands of organizations worldwide trust in the reliability and scalability of Parallels virtual desktop infrastructure (VDI) and virtualization solutions. Parallels makes it simple and affordable to deliver applications to any device over the cloud, or with on-premises and hybrid deployments. The company's solution portfolio includes the award-winning Parallels Remote Application Server (RAS), providing platform-independent virtual desktop, application delivery and integrated thin-client management from a unified interface to any modern operating system.

For further information visit parallels.com/ras

©2021 Parallels IP Holdings GmbH. All rights reserved.