

Parallels® Virtual Desktop Infrastructure

Customer Success Story

Virtual Desktops for real profits. Parallels VDI solution helped Israeli hosting provider to get municipal contract.

Cloud computing and Virtual Desktop infrastructure based on Parallels Virtuozzo Containers simplify the support for complicated IT infrastructure.

Business challenge

E.P.R. Systems is a software company focusing on creating financial information systems and customizing them for the needs of Israeli local governments. At the end of 2009, the company faced some problems with managing the IT infrastructure of one of its clients – Ma'ale Adumim city administration. The growing number of servers and desktops increased the risks of failure of the critical business application created by E.P.R specially for the City Administration. Company management had to find a way of increasing the stability of the IT infrastructure without complicating it and without significant capital costs.

To achieve this, E.P.R. decided to cooperate with NetStream Systems, which specializes in cloud computing, hosting, and virtualization. To provide the stability of the customer's IT infrastructure, it was decided to move their servers to the NetStream's datacenter and enable employee access to the virtual desktops via the Internet. The updated IT infrastructure was expected to overcome the limitations of the existing one and to meet the following requirements:

- It must be powerful enough to support heavy workloads and databases.
- It must be flexible and scalable.
- It must allow for the integration of new business applications.
- It must not require purchasing new expensive server hardware.
- It must work stable and quickly recover from failures.
- It must be low-cost in deployment, support and maintenance for NetStream.

Evaluation

NetStream and E.P.R experts were to define a perfect IT infrastructure corresponding to the specified requirements. The first step was to be server consolidation aimed at reducing costs, followed by setting up a network for data communication. Initially, they considered VDI solutions based on Citrix, VMware, Parallels, and a standard Microsoft terminal solution. As the client considered VDI approach the most comprehensive for organizing and expanding a "virtual office", it allowed to reduce the list of platforms to VDI solutions.

Calculation of the infrastructure TCO, including hardware, software, and maintenance, showed that the best choice was Parallels VDI solution based on Parallels Virtuozzo Containers, which appeared to be 30-50% cheaper than the competitors. Besides, the E.P.R. experts and city administration representatives were impressed by the scalability, manageability and flexibility provided by the containers virtualization technology. Parallels VDI allowed NetStream engineers to remotely administrate both the servers and thin clients that the employees used to access their virtual desktops, which eliminated the need for on-site infrastructure maintenance. And the performance level enabled by the Parallels Virtuozzo Containers platform allowed to prepare Parallels VDI solution for future integration of new business applications.



Summary

- **Companies:** NetStream Systems and E.P.R. Systems
- **Profile:** IT outsourcing and software development
- **Location:** Israel
- **Website:** www.netstream.co.il, www.eprsys.co.il

“The deployment of Parallels VDI went off without a hitch. We did not experience any set up or compatibility issues at all.”

— Yuly Tsipis, NetStream Systems

Implementation

The project was initiated on two physical servers at the NetStream's datacenter. The operating system installed on the servers was Microsoft Windows Server 2008 R2 DataCenter Edition with a license for unlimited number of virtual servers. Virtual machines protected by firewalls were created with the Hyper-V service integrated into the operating system. On these virtual machines, virtual environments (containers) based on Microsoft Windows Server 2003 Standard were configured. Part of the containers were created based on a server template so that they could be used as file servers, web servers, application servers, and SQL and MS Exchange database servers.

On the rest containers, Virtual Desktops emulating Windows XP computers were created based on "workstation" templates. To implement fast and secure access to remote virtual environments, Ericom WebConnect RemoteView solution designed by Ericom Software was chosen. It allowed to create a universal method of delivering applications and other resources to the users within dynamic and static VDI pools.

Besides the application delivery feature, secure file transfer mechanism between virtual environment and physical workstation (or thin client) was involved. The functionality of the above mentioned solutions is provided by the exceptional features of the software products chosen for the project. Both systems (Ericom WebConnect RemoteView and Parallels Virtuozzo Containers) support several clusterization and load balancing schemes.

Results

The successful deployment of hosted Parallels VDI solution encouraged E.P.R. and NetStream to create a combined offering for local governments of other Israeli cities. "A distinctive feature of the Israeli market is that people here always want to see an actual example of implementing a technology in a similar use case. Several city administrations have already started pilot testing of Parallels VDI," says Yuly Tsipis. "Also, NetStream believes that SaaS delivery model has a great future, and is already planning to deploy "cloud" based on Parallels Automation in their business process to start delivering software and IT services.

About the companies

E.P.R. Systems – is a software company founded in 2000 and is one of the leaders in the local authorities segment.

E.R.P. specializes in creating financial information systems and customizing them for the needs of Israeli local governments. Its business application for financial departments of local governments is highly compatible with Microsoft products.

NetStream Systems – is an Israeli distributor of Parallels, Ericom and other vendors products, which also specializes in developing cloud services and IT outsourcing, including infrastructure leasing, workstations maintenance, and information security.

Parallels - is a worldwide leader in virtualization and automation software that optimizes computing for consumers, businesses, and cloud services providers across all major hardware, operating systems, and virtualization platforms. Founded in 1999, Parallels is a fast-growing company with 700 employees in North America, Europe, and Asia. For more information, please visit www.parallels.com.

System summary

- **Goal:** increase the stability of the IT infrastructure without complicating it
- **Solution:** VDI with a server located at a datacenter (hosted VDI)
- **Parallels product:** Parallels VDI

Results

An advanced virtual environment, equal to a network of physical computers, was up and running in just a few days.



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