

Family Health Centers Runs Full-Featured Windows Applications with Parallels Desktop for Chrome OS



“Solutions we tried from the largest service provider companies were complex, became very expensive, and failed to work well. Fortunately, Parallels Desktop for Chrome OS provided us massive cost savings and enabled our employees to easily run the full-featured Windows apps they need on their Chromebooks—both online and offline.”

Mike Ellis
CIO
Family Health Centers

The Results



INCREASED SECURITY
Staff can leverage Google’s advanced security, audit and management tools.



EASE OF USE AND STREAMLINED MANAGEMENT
Staff can effortlessly switch between Chrome OS and Windows without the need to reboot and without fear of timing out.



INCREASED REMOTE ACCESSIBILITY
Employees can access applications faster online or offline regardless of location.



About Family Health Centers (FHC)

- Family Health Centers (FHC) was incorporated in 1985 and is now the primary healthcare system devoted to Okanogan County in Washington. The clinic grew from humble beginnings treating farmworkers in the orchards with one doctor and support staff, to six medical sites in Omak, Brewster, Bridgeport, Tonasket and Twisp and four dental sites in Okanogan, Brewster, Bridgeport and Oroville that together serve the entire county.
- Today, FHC is a comprehensive healthcare system offering primary medical and dental care, orthodontic care, pharmacy, WIC (Women, Infants, and Children) Program, and integrated behavioral health and other services to 40% of the county's population.



Parallels® is a global leader in cross-platform solutions, enabling businesses and individuals to access and use the applications and files they need on any device or operating system. Parallels helps customers leverage the best technology available, whether it's Windows, Linux, macOS, iOS, Android or the Cloud.

The company's solution portfolio includes the highly reviewed Parallels Desktop for Chrome OS, a straightforward and high-performing solution optimized for business and learning environments to run Windows applications on Chromebooks.

The Challenge

The Family Health Centers' Chief Information Officer, Mike Ellis, realized very early on the variety of benefits Chromebooks could provide his organization. "We chose Chromebooks for our employees who frequently travel throughout the 5,300 square miles of Washington's Okanogan County—the largest county in the United States to support primary medical, dental, orthodontic care, and pharmacies that serve 40 percent of the population," said Mike.

From reduced hardware costs and increased security and ease of use, it was a simple decision to utilize these devices for as many of their over 200 staff as possible. However, challenges arose when it seemed they would continue to need access to Windows to access certain file and document formats provided to them by the State government and other medical partners. While many of these were not needed frequently, various financial and medical files are only accessible via Windows. It would be a significant hassle for Chromebook users to keep Windows devices ready to go and make employees switch devices on rare occasions.

At first, Mike and his IT team tried a virtualization solution that would allow employees to log in via a web page to access Windows applications. It had a few significant drawbacks, with staff complaining of non-native speeds. Moreover, it would automatically time out after an hour—forcing staff to log in again and jeopardizing the progress of whatever tasks they were undertaking. Another major fault was that the solution was only available while connected to the internet. A solution was needed that was accessible when working online and offline, which would provide staff with the ability to work away from the office and conduct inpatient visits. The IT team at FHC decided to return to the market and look for a new solution.

The Solution

After exploring top alternatives, FHC chose to explore the trial version of Parallels® Desktop for Chrome OS. Installation of the Parallels solution was easy and straightforward, and benefits were achieved immediately after installation. Users are empowered with the full potential of Chromebook and the power of the Windows ecosystem from a single device, both online and off.

Staff can effortlessly switch between Chrome OS and Windows without the need to reboot. They can open files on Chrome OS using Windows applications and suspend and resume Windows without timing out to instantly get back up and running. Mike and the rest of his IT team noticed that staff no longer complained about lag when running virtual applications and how much easier and less time-consuming it was training staff on Google products instead of managing Windows.

Mike has decided to roll out Parallels Desktop for Chrome OS to the over 100 Chromebooks in the healthcare organization.

The Results

Parallels Desktop for Chrome OS went above and beyond the initial criteria set by FHC by providing quick and secure access to Windows applications. While they are still rolling out this new solution to different departments, the goal is to support every Chromebook user who can benefit from the full feature sets of desktop applications.

Parallels has helped FHC adapt to the unprecedented times and rapidly changing challenges presented by COVID-19. Now, instead of sending vulnerable Windows devices home with employees to connect unsecure networks or laboriously training employees on safety protocols, they can leverage Google's advanced security, audit and management tools to give Mike and his team the peace of mind knowing staff and company data are protected away from the office.

Overall, the IT team at the Family Health Centers is happy to have found such a simple and straightforward solution to their needs. Some employees once found the idea of transitioning to Chromebooks unfavorable. However, after showing them that it's possible to do everything on such a fast and simple lightweight device with Parallels, staff are now asking to be lent one of the office's Chromebooks.

For further information visit <https://www.parallels.com/chrome>

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