

# ACSM-AGAM Scales Up and Improves Performance by Upgrading to Parallels RAS



## The Customer: ACSM-AGAM

ACSM-AGAM is a multifaceted Italian utility provider engaged in the fields of water, energy, and waste management. The utility provides water sanitation and purification, heat, cogeneration of electricity and steam, and waste incineration. Through its subsidiaries, it is also active in the sale and distribution of natural gas and methane to many parts of Italy.

Since its merger in 2009, ACSM-AGAM has strived to lead its sector and field in technology and sustainability. Their business is a testament to sustainable development, with recovery policies and resource enhancements that improve the livability of cities and the countryside.

## The Challenge: Scale up while supporting existing users

ACSM-AGAM is a diverse and multifaceted company with hundreds of employees located all over Italy. They had been using Microsoft Remote Desktop Services (RDS), but as the company grew they experienced issues when trying to scale up. Their IT staff noticed lags in performance in what were supposed to be simple tasks, such as load balancing and end-user ticket assistance. ACSM-AGAM needed its employees to be able to access and use applications, desktops, and data from any device—without the need for constant maintenance and IT support.

Costs began to increase proportionally to end-user requests for assistance, and the IT staff found the need for continuous upgrades and installations to be frustrating and time-consuming. They sought a solution that would use a system of integrated applications to manage the business, as well as automate many back-office functions related to technology, services, and human resources.

## The Solution: Parallels RAS increases performance through its virtualization solution

ACSM-AGAM contracted Computer Design Group to help ensure that their IT infrastructure was ready for future growth. Computer Design Group prides itself on using the latest technologies and methodologies to give their clients competitive advantages.

After reviewing ACSM-AGAM's IT capabilities, both parties agreed that updating their cloud and remote capabilities would increase productivity and employee capacities.

After reviewing the options presented by Computer Design Group, ACSM-AGAM followed the recommendation to upgrade to Parallels® Remote Application Server (RAS). ACSM-AGAM now uses the comprehensive virtualization solution Parallels RAS to deliver customized applications on a wide range of devices, including Mac®, iOS, Android, Windows PC, and Surface devices. The company also plans to support Linux in the near future.

Parallels RAS has served as a comprehensive virtual desktop and remote application delivery solution, offering an outstanding experience on all devices, including mobile.

### **The Benefits: Saving time and money allows ACSM-AGAM to refocus efforts**

After completing the upgrade to Parallels RAS, ACSM-AGAM was excited by the ease and speed of the virtual desktop infrastructure (VDI) setup. ACSM-AGAM was able to take advantage of the simple deployment framework and implement the time-saving management wizards to provide its employees with a high-powered VDI solution in a short time period. Parallels RAS allowed ACSM-AGAM to automate many processes and improve their enterprise resource planning (ERP). Both user migration and load balancing worked quickly and efficiently, allowing ACSM-AGAM to save both time and money.

Additional savings are expected in hardware and ownership costs, with a reduced need to purchase new equipment and a simple licensing plan. The streamlined management of the VDI has increased the security and monitoring capabilities of ACSM-AGAM, protecting both employees and clients.

### **Conclusion**

The comprehensive remote application access environment provided by Parallels RAS allowed ACSM-AGAM to increase productivity and communication. Now strategies and metrics can be shared between offices simply and securely, allowing a level of connectivity between offices that was impossible before. ACSM-AGAM had intended to scale up and increase performance. They have since been able to do that and much more. With the support of Parallels, the company is now running more effectively than ever, allowing them to focus their attention on their main priority: supporting and providing for people all throughout Italy.

### **About Computer Design Group**

Computer Design Group is a group of dreamers who strive to bring technologies and solutions designed for the enterprise market to small- and medium-sized organizations, allowing everyone to take advantage of the enormous potential in advanced IT technologies. For over 18 years, they have helped their clients with business solutions, custom training, and IT management and security.

In a world that is increasingly made up of large groups and alliances, it's not easy to be a small system integrator. Yet Computer Design Group, along with its 30 collaborators, is a committed company that creates IT infrastructures with cutting-edge technologies, investing in research and in people.

### **About 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 VDI and virtualization solutions. Parallels makes it simple and affordable to deliver applications to any device over the cloud, or through 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.