Case Study | Parallels Remote Application Server

Parallels RAS Provides Pivot Engineering and General Contracting with Seamless ERP Virtualization

The Customer: Pivot Engineering and General Contracting

Headquartered in Abu Dabi, UAE, Pivot Engineering and General Contracting is comprised of highly qualified and experienced civil engineers, quantity surveyors, and electrical, mechanical, safety, and quality engineers. Pivot develops innovative and practical solutions, methods, and techniques to improve the services it provides to clients. Pivot's portfolio of completed and current projects includes villa compounds, high-rise towers, hotels, malls, and even oil and gas installations.

The Challenge: Printing and performance issues with Microsoft RDS alone

To provide remote access to enterprise resource planning (ERP) software, Pivot originally implemented Microsoft Remote Desktop Services (RDS) alone by Pivot. One of the main problems the company had with Microsoft RDS on its own was its reliability and speed. Furthermore, Pivot required a virtual application publishing solution with printer redirection features to easily support remote applications.

To empower Pivot employees with more streamlined access to business-critical ERP software, the company went on the market to find a comprehensive, affordable virtual application delivery solution that would enhance Microsoft RDS.

The Solution: Streamlined remote ERP access on desktop, mobile devices, and web portal

Pivot implemented Parallels® Remote Application Server (RAS) to enhance Microsoft RDS. The solution enabled the company to deliver ERP software on remote devices, including Windows desktop PCs and Android mobile phones. Additionally, Parallels RAS allowed Pivot to support Google Chromebook™ devices through the Google Cloud. IT administrators used Parallels RAS to build a simple, easy-to-use virtualization infrastructure that empowered them to manage the ERP software from a single pane of glass.

Parallels RAS provides a simple, user-friendly solution to deploy and manage virtualization infrastructure based on Windows Server OS with Microsoft RDS. Even better, the solution is highly cost-effective, with a significantly lower licensing price compared to other comparable solutions such as Citrix and VMware.

The Benefits: Seamless, mobile-ready application publishing lowers costs and complexity

Pivot achieved many important benefits after switching to Parallels RAS. One the first advantages the company realized was through using the installation wizards that simplified time-consuming tasks, allowing the organization to save time and money. Additionally, the company was able to migrate end users to Parallels RAS in a few hours instead of the months that virtualization solutions such as Citrix require.

Furthermore, with the Parallels RAS support for nearly any device or platform, Pivot was able to implement a bring-your-own-device (BYOD) and carry-your-own-device (CYOD) policy. These policies delivered important cost savings to the company while increasing mobility among the workforce. With Parallels RAS, the IT team deployed virtual applications to any device without needing to physically touch them or interact with the OS platform.

Another significant advantage was the extended hardware life and new hardware savings that Parallels RAS allowed Pivot to capitalize on. With Parallels RAS, older machines are now kept online longer without causing security threats or performance problems.

> *"What really impressed me with Parallels Remote Application Server is the sheer power of seamless application delivery to any device, made possible through an amazingly simple, secure, and easy-to-manage solution."*
>
> **–Aytek Aydogan**
> IT Manager, Pivot Engineering and General Contracting

In the end, Pivot was able to use the comprehensive virtualization provided by Parallels RAS to lower total cost of ownership (TCO) through lower licensing rates and hardware costs, as well as fewer IT hours required on an ongoing basis to manage the environment.

Conclusion

Pivot Engineering and General Contracting used Parallels RAS to improve Microsoft RDS. With Parallels RAS, the company achieved a seamless, easy-to-use ERP application publishing environment. The most significant advantage for the organization was that Parallels RAS allows for simple printer redirection with powerful application publishing options included in the out-of-the-box installation at no extra cost. In the end, Parallels RAS achieved and exceeded the expectations the Pivot team had set for its application publishing solution software.

About Parallels

Parallels is a global leader in cross-platform technologies and is renowned for its award-winning cross-platform software solutions that cut complexity and lower costs for a wide range of industries, including healthcare, education, banking and finance, manufacturing, public sector, and more.

Parallels Remote Application Server (RAS) provides easy-to-use, comprehensive application and desktop delivery that enables businesses and public-sector organizations to seamlessly integrate virtual Windows applications and desktops on nearly any device or OS platform.

Want to find out more? Contact Parallels for more information.