



Case Study | **Parallels Remote Application Server**

## **KernBHRS Implements Parallels RAS To Publish Electronic Health Records, Lowers Costs**

### **Company Overview: Kern Behavioral Health & Recovery Services**

A public mental-health clinic based in Bakersfield, California, Kern Behavioral Health & Recovery Services (KernBHRS) helps people with mental illness and addictions recover so they can enjoy opportunities to learn, work, and contribute to their community. The Commission on Accreditation of Rehabilitation Facilities (CARF) International announced that KernBHRS has been accredited for a period of three years for its programs and services. KernBHRS works together with patients to achieve hope, healing, and a meaningful life in the community.

### **The Challenge: Citrix was too convoluted and costly**

Before choosing the streamlined virtualization solution Parallels® Remote Application Server (RAS), KernBHRS used Citrix to deliver critical patient information from published electronic health records (EHRs) to various client devices used by medical professionals. Among the devices deployed were PCs, Mac® computers, and Microsoft Surface laptops.

Unfortunately, the senior information systems specialist for KernBHRS, Charles McCartney, encountered problems with the Citrix healthcare application delivery. The solution was convoluted and difficult to install and maintain without lengthy and costly training courses. Furthermore, the upgrade charges were “phenomenally high,” according to McCartney.

### **The Solution: Intuitive, high-performance monitoring virtualization with Parallels RAS**

After deciding to end their relationship with Citrix, KernBHRS decided to implement Parallels® Remote Application Server (RAS). Immediately after implementation, the mental healthcare clinic was able to access comprehensive features such as server load balancing, network load balancing, and application publishing.

KernBHRS plans to use cloud services (such as Microsoft Azure or Google Cloud) to expand its use of the seamless virtualization features in Parallels RAS. McCartney’s team also plans to expand the variety of devices deployed across the network to include iPhone®, iPad®, and Chromebook™, as well as the HTML5 web browser client to add further flexibility to the technology array.

McCartney was impressed by how fast it was to implement and learn to manage the “powerful set of virtualization tools” through Parallels RAS. It became easy for McCartney to monitor servers, workstations, and devices deployed through the virtual connection.

## **Key Benefits: Highly affordable, easy-to-install EHR delivery solution**

With Parallels RAS, KernBHRS was able to lower its total cost of ownership (TCO) by leveraging the straightforward licensing plan, which included an all-in one solution with network and server load balancing. Further savings were achieved by the fact that the intuitive interface of Parallels RAS meant less time and money spent on IT certification training and expensive consultants.

Parallels RAS enabled KernBHRS to manage its entire virtualization infrastructure through one pane of glass. As a result, McCartney and his team are able to quickly address any problems with the network, server, or EHR application at anytime, from anywhere.

Now that KernBHRS has implemented Parallels RAS, the medical-professional end users now experience more stable access to the EHR solution. This lowers stress levels and improves productivity across the organization on an ongoing basis.

**“Parallels RAS provides a good amount of first-level performance information for our published EHR, which in turn allows me to quickly identify and correct bottlenecks related to the network, servers, or the application itself.”**

—Charles McCartney, Senior Information Systems Specialist, KernBHRS

## **About Parallels**

Parallels is a global leader in virtual desktop, application delivery, and mobile device management solutions. Thousands of organizations worldwide trust the reliability and scalability of Parallels VDI and virtualization solutions. Parallels makes it simple and affordable to deliver applications to any device through cloud, on-premise, or 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.