



Case Study | **Parallels Remote Application Server**

Streamline IT Solutions Provides BYOD-Ready Virtualization Services Using Parallels RAS

The Customer: Streamline IT Solutions

Streamline IT Solutions (iomodus.com) is an IT company that serves its customers as a managed services provider (MSP), independent software vendor (ISV), and system integrator (SI). Founded in 2003, the company is based in Houston, Texas. With years of real-world experience and extensive knowledge of today's technology, Streamline IT Solutions designs and applies solutions that make its customers more productive, more profitable, and more streamlined.

The Challenge: Lack of security reporting

In the past, Streamline IT Solutions relied on a combination of Citrix XenApp and XenDesktop, Microsoft Remote Desktop Services (RDS), and SSL VPN to publish Windows applications and provide VDI services to its customers, including medical providers. With the Microsoft RDS and Citrix solution, Streamline IT Solutions had RDP gateway connectivity issues that created frustration for customers. Further, security reporting was lacking, and the MSP required a solution that met HIPAA and eHPI security requirements.

The MSP business publishes Windows desktop software to under 25 concurrent users from its customers. With a wide variety of devices being used—including Windows and Mac® computers, Android, iPhone®, iPad®, Windows Phone, Microsoft Surface, and HTML5 browsers—it was important that the virtualization solution enabled bring-your-own-device (BYOD) and carry-your-own-device (CYOD) policies in customers' workplaces. Furthermore, the company needed the virtualization to be compatible with the Microsoft Azure cloud platform, as well as private and hybrid cloud deployments options.

The Solution: Parallels RAS delivers applications instantly over the cloud

Streamline IT Solutions found that Parallels® Remote Application Server (RAS) met all the criteria while offering a better value and more comprehensive solution. Streamline IT Solutions implemented Parallels RAS to publish applications to customers on any device, anywhere. Parallels RAS seamlessly connects Streamline IT Solutions' customers to shared applications and files stored on cloud services.

With Parallels RAS, Streamline IT Solutions takes advantage of a centralized dashboard interface to provide high-quality virtualization services, including a VDI solution.

Key Benefits: Publish applications to any device, empowered by the cloud

With Parallels RAS, Streamline IT Solutions benefited from an affordable solution to application virtualization on public, private, and hybrid cloud networks. Shared resources were accessed nearly instantly through automated load balancing. Its customers' end users achieved an increase in productivity, and moral improved now that they can access shared applications and data on any device—including their personal mobile phones. Streamline IT Solutions has empowered their customers with BYOD and CYOD policies, and the costs of maintaining IT solutions have been brought down to better fit their customers' limited IT budgets.

Particularly, Streamline IT Solutions was able to capitalize on the straightforward installation and implementation of Parallels RAS. This allowed the MSP company to provide a superior level of service at lower cost—which were passed on as savings to customers.

The MSP company also capitalized on Parallels RAS reporting. Parallels RAS provides an extensive reporting tool that generates 14 types of reports categorized into five groups, offering extensive insights and allowing for greater optimization of IT resources.

“Due to HIPAA and eHPI security requirements, Parallels RAS has been a solution we can offer our clients that both meets HIPAA and our management expectations as a MSP.”

— Tracy Acord, Sr. Network Engineer, Streamline IT Solutions

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-premise 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.