



Case Study | Parallels Remote Application Server

Mastex Software Overcomes Remote App Issues with Parallels Remote Application Server

Mastex Software chose Parallels Remote Application Server to enable their customers to securely connect to Mastex Software environment from remote devices. Parallels Remote Application Server provided smooth connections between customers and Mastex Software environment without failure.

Company Overview

Mastex Software BV is a leading provider of IT solutions in the maritime fleet management sector. The company offers an award-winning fleet management tool called the MXSuite that enables shipping companies to efficiently manage their fleet of ships. Right from maintenance, inventory, and procurement to document flows, this software handles every aspect of the fleet management workflow. The company partners with ship owners and shipyard groups which help businesses procure complete planned maintenance software systems, tailored to meet their specific needs. Mastex Software is based in Netherlands and delivers training courses and demonstrations at its office premises.

The Challenge

Mastex Software publishes its proprietary software, MXSuite, and other applications such as MS Office, Adobe Reader and AutoCAD Viewer. The company previously used RemoteApp (it was built-in in Windows Server 2008 R2) to publish applications to remote users over RDP protocol; where there are approximately 100 users with 35 concurrent users at any time. However, Mastex Software found that there were security-related issues with RemoteApp. Firstly, RemoteApp was using the default internet port which is often blocked by firewalls. Secondly, limitations due to group policies in the customer environment did not allow them to connect to another domain. Frequent downtimes wasted time for support agents as well as customers. As end-users faced lot of challenges in connecting to the datacenter, Mastex Software had to give their customers a lot of assistance, making the software inefficient. Consequently, Mastex Software started looking for a reliable virtualization tool that could seamlessly deliver applications to remote users.

“We needed a reliable solution that allowed our customers to connect from their systems to Mastex Software. With Parallels Remote Application Server, our connection issues were resolved, which satisfied our customers.”

Peter Van Driel, Managing Director at Mastex Software

The Solution

Mastex Software chose Parallels Remote Application Server to publish desktops and virtual applications to remote users; where there are 100 total users with 35 concurrent users at any time. The company published traditional applications such as MS Office, Adobe Reader, AutoCAD Viewer along with its personalized software MXSuite. Additionally, Mastex Software used Windows Server RDS to drive its virtual environment. The important features mostly used by the company were Application Publishing, RAS Web Portal and the HTML5 Gateway.

However, after the switch to Parallels Remote Application Server, connection issues were resolved. Customers didn't have to spend time to connect to SaaS environment. Furthermore, before the switch to Parallels Remote Application Server, support was non-existent leading Mastex Software support to resolve issues by exploring the Internet. Nonetheless, after the switch, they did not need much of a support system.

Key Benefits

With Parallels Remote Application Server, Mastex Software found a reliable solution that allowed smooth and easy connections between customers and its (Mastex Software) environment. Customers were able to easily connect to the master software from their systems. In addition, since connections failures were eliminated, customers were satisfied with the performance and reliability of the software. One notable feature was the ability to setup and manage all connection properties from Parallels Remote Application Server. Another benefit Mastex Software realized was the efficiency improvement.

Security issues were also resolved. Moreover, the company was able to provide rich experience to end-users. While the company doesn't have any immediate expansion plans, they believe Parallels would be a sure component of their current infrastructure as well as future expansion.

About Mastex

Mastex Software is a leader in the shipping automation segment. The company delivers the best ship management software in the form of MXSuite. Based in Netherlands, Mastex Software operates with 100+ staff, and partners with few of the leading shipping companies and yards to provide fleet management automation system for the fleet business. For instance, Mastex Software partnered with Damen Shipyards Group, which allows Damen to provide MXSuite as a planned maintenance software system for shipping companies to manage their fleet of ships. In addition to software, the company offers high level training and support related to the fleet management system.

For more information, visit Mastex Software's website.