

# Parallels RAS Enables EmbTrak to Deliver Seamless Access to its Software



## The Results

“We are able to offer a hosted solution for our software because Parallels RAS allows us to grant users access to the software in a controlled environment where they can be productive, without having to worry about the normal maintenance involved with a localized installation. We have other clients that use Citrix NetScaler and it is much more complicated and resource intensive. Parallels RAS is far more advanced to the point that NetScaler seems archaic by comparison.”

Brian Medford,  
*Information Technology Audit Manager,*  
EmbTrak



### CHOOSE-YOUR-OWN-DEVICE INITIATIVE:

Users are empowered to use their preferred device to access EmbTrak software.



### EASE OF USE AND STREAMLINED MANAGEMENT

Very easy to set up and maintain.



### INCREASED REMOTE ACCESSIBILITY

Before Parallels RAS, users were unable to access EmbTrak software from mobile devices.



### INCREASED SECURITY

EmbTrak controls software accessibility, which keeps customer data safe and prevents data leakage.

## About EmbTrak

- EmbTrak provides a complete order fulfillment system
- Focused exclusively on the decorated products industry
- First established in 1992
- Headquartered in Greenville, South Carolina

## The Challenge

EmbTrak discovered a major unaddressed need: commercially available software that could offer an industrial-strength, integrated system for embroidery and screen print order fulfillment. To address this, EmbTrak rolled out an on-premise hosted solution, but they needed a virtualization solution for customers who did not want to support in-house IT maintenance.

They initially tried employing Citrix ADC (formerly NetScaler ADC), but found it was not user friendly, and required more IT bandwidth than was available. The EmbTrak IT leaders decided to implement Parallels Remote Application Server (RAS) instead, due to its reputation of being simple to set up and maintain.

## The Solution

Parallels RAS is an all-in-one virtual desktop infrastructure (VDI) solution that enables users to access EmbTrak software via iOS and Android devices—previously unavailable with the legacy solution. Customers can log in to their EmbTrak software from any location, and on their device of choice.

Beyond accessibility, Parallels RAS has helped update and support security features for EmbTrak. Leveraging the User Access Control function via the Microsoft Windows Active Directory, EmbTrak authorizes access to their software at a user level, and houses sensitive data at a different location with security protocols in place to block unauthorized access. This keeps all customer data safe and prevents data leakage.

## The Results

The IT team at EmbTrak has been pleased with the increased access provided by Parallels RAS. EmbTrak has been able to increase remote accessibility for its customers while also strengthening data security measures.

EmbTrak publishes only the applications and folders that they want customers to access. The flexible and scalable architecture that Parallels RAS provides, has enabled EmbTrak to quickly adapt to continuous workplace changes and new demands.

Overall, EmbTrak has cut down the costs associated with local support and implementation while improving remote accessibility. Their customers can now access critical software from anywhere—and on any device—all with Parallels RAS.



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 virtual desktop infrastructure (VDI) and virtualization solutions. Parallels makes it simple and affordable to deliver applications to any device over the cloud, or with 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.



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