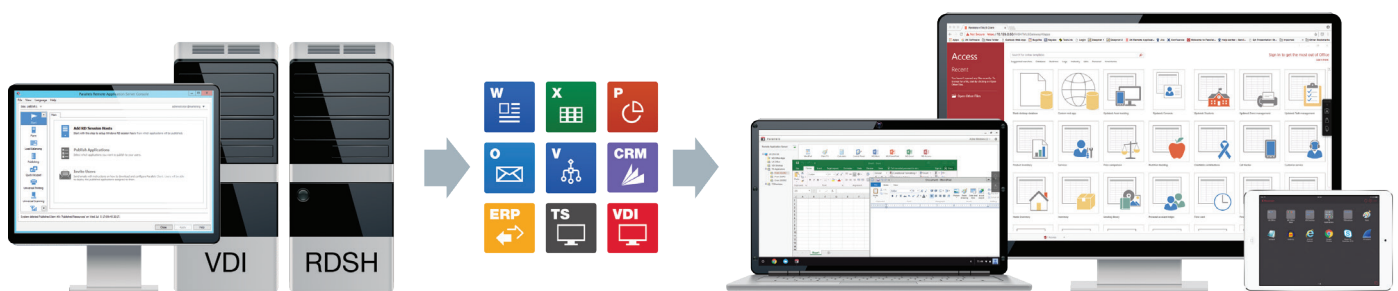


# Case Study: Vetserve AS Improves Productivity and Security by Upgrading from Microsoft RDS to Parallels RAS



## The Customer: Vetserve AS

Founded in Norway in 2005, Vetserve is an independent software vendor (ISV) offering complete IT solutions for small farm clinics, animal clinics and animal hospitals. Their system helps to optimize the operations of veterinary practices, providing a journal program, customer follow-ups, invoicing, store operations, sales, marketing, a finance system, internal control, analysis and reporting. They serve as a one-stop shop for application support, remote secure data storage, IT assistance and maintenance.

## The Challenge: Making software available on any device while reducing costs for add-ons

Vetserve looked for a solution that allowed them to deliver their software to any device and operating system—without having to rewrite the code and pay for other costly customizations. The previously implemented remote desktop applications through Microsoft Remote Desktop Services (RDS), but it was not enough. Many of the features did not come configured automatically, requiring time and expertise to successfully deploy and operate remote networks. In addition to their initial frustrations, Microsoft RDS lacked automatic load balancing. Vetserve relied on load balancing to help distribute workloads and guarantee a seamless access.

The complex challenges that came with managing the Microsoft RDS remote infrastructure created costly problems for Vetserve. Simple tasks became struggles. Vetserve needed their clients to be able to access applications and data regardless of location and without interruptions.

In order to provide their customers with reliable and constant access to applications, they heavily invested in datacenter infrastructure. Unfortunately, the total cost of ownership (TCO) to keep the business up and running was eating their margins, and they looked for a solution that could lower TCO.

## The Solution: Parallels RAS simplifies application management, supports users across all devices

Vetserve explored all the industry-leading virtual application and remote desktop alternatives before selecting Parallels® Remote Application Server (RAS). This selection lowered their costs and simplified their application management. Parallels RAS works right out of the box, without users or administrators having to do any extra configuration. In addition, the universal printing and scanning solutions of Parallels RAS save Vetserve's clinicians time and allow them to connect simply to their local machines.

With the simplicity of Parallels RAS, Vetserve eliminated the need for expensive consultations on upgrades and maintenance. They are more secure from cyberattacks with strong security measures and centralized data. Parallels RAS enables multi-cloud, multi-server deployments, which allowed Vetserve to reduce the risk of service disruptions. The out-of-the-box technical features, fast user deployment and cost-effective licensing made Parallels RAS a simple and practical solution for Vetserve. Parallels RAS provides ISVs a solution to become a cloud-ready service provider without interrupting the software development cycle. Traditional software architectures are instantly transformed into full-featured, native-like applications, providing customers with a brilliant mobile experience on any device.



“Setup of Parallels RAS is quite easy. It took less time to migrate to Parallels than we would have used to maintain our previous solution.”

**John Hornes**  
Project Leader

## The Benefits: Stunning out-of-the-box performance cuts need for costly add-ons

Immediately after upgrading to Parallels RAS, Vetserve enjoyed the seamless transition to a bring-your-own-device (BYOD) policy. Their IT team appreciated the quick and simple setup, and the performance and security improved immediately. They saved money by reducing the need for expensive add-ons such as network load balancing. Vetserve had feared that deploying Parallels RAS would delay their ability to deliver applications to customers by days, but they were moved over in a few hours—less time than they had spent resolving issues with their previous solutions.

Since upgrading to Parallels RAS, Vetserve has reduced TCO with straightforward licensing, increased load-balancing efficiency, and a reduced need for support and external consulting. Parallels RAS facilitated access to a high-performing, secure and reliable virtual application.

## Conclusion

Parallels RAS comprehensive load balancing allowed Vetserve's customers to interact with their software in a fluid and efficient manner, increasing productivity and worker satisfaction. This by itself would have been a significant improvement, but combined with reductions in TCO, Vetserve is very pleased with their decision to transition to Parallels RAS from Microsoft RDS. Simplified processes and superior load management have saved countless hours. Overall, the Parallels virtual application solution has reduced IT challenges and allowed Vetserve to focus its efforts to support veterinarians worldwide.

## 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 virtual desktop infrastructure (VDI) and virtualization solutions. Parallels Remote Application Server makes it easy for ISVs to plug into a Software as a Service (SaaS) model and attract more customers—with lower upfront fees—while building a recurring revenue stream. Parallels facilitates simple and affordable application delivery to any device over the cloud, or through on-premises and hybrid deployments.

The company's solution portfolio includes the award-winning Parallels RAS, providing platform-independent virtual desktop, application delivery, and integrated thin-client management from a unified interface to any modern operating system.