

Onguard Improves Productivity, Support after Upgrading to Parallels RAS from Microsoft RDS



The Customer: Onguard

Every day, users in more than 50 countries use the Onguard platform to successfully manage and achieve tangible results in order to cash (O2C) and credit management. In the last 20 years, Onguard has evolved from being a specialist in credit management software to being a market leader in innovative solutions for O2C. Their integrated platform ensures an optimal connection of all processes in the O2C chain and allows sharing of critical data. Intelligent, interconnected tools offer an overview and control of the payment process, as well as contribute to sustainable customer relationships. The company’s mission is to build more resilient businesses by reducing the risks associated with cash flow—vital to global firms.

The Challenge: Decentralized structure made for inefficient migration, remote work

Previously, Onguard had implemented remote desktop applications through Microsoft RDS. However, Onguard encountered challenges when employees attempted to migrate user data via remote application. The company was unsatisfied with their ability to automate and centralize uploads and other simple processes. IT costs increased with the need for more consultations regarding issues such as load balancing and increasing end-user service requests.

The IT department wanted to streamline remote assistance activity, which would help address technical issues on end-user devices connected to the on-premise network. The company looked to improve remote and cloud-based processes so that attention could be focused on furthering innovative solutions for O2C.

The Solution: Parallels RAS streamlines processes and facilitates software management

Onguard thoroughly explored industry-leading options pertaining to virtual applications and remote desktop alternatives. Parallels® Remote Application Server (RAS) was eventually selected due to its functionality and cost-effectiveness. Parallels RAS is a full-blown virtual desktop and application delivery solution.

It includes simple patching/updates to all VDI clones, smart server load balancing, automatic client configuration, and ready-to-go shadowing features that make technical support easy for administrators as well as end users.

The out-of-the-box technical features, cost-saving licensing options, and third-party support made Parallels RAS an easy and effective choice for Onguard. This choice has saved the business time and money, reducing the need for expensive add-ons and costly consultations.

The Benefits: All-in-one solution increases productivity while lowering IT budget

The transition to Parallels RAS surpassed the Onguard IT team's expectations for both simplicity and speed. The team especially enjoyed the clear and easy setup, which provided solutions immediately without the need to refer to technical documentation. Previously, Onguard was concerned about end-user migration, but Parallels RAS migrated users over faster and in a more organized fashion than imagined.

Since upgrading to Parallels RAS, Onguard has been able to reduce total cost of ownership (TCO) with straightforward licensing, increases in load balancing efficiency, and a reduced need for support and external consulting. Onguard employees appreciate the full mobile functionality and support for Windows, Mac®, HTML5 Client, Linux, and all common mobile operating systems. It was previously unimaginable that these devices could interact in such a fluid and efficient manner, increasing productivity and worker satisfaction through the ability to choose their own devices.



"We appreciate the out-of-the-box capabilities; all of our devices are fully supported."

-Ben Chewter,
Senior Developer Team Lead, Onguard

Conclusion

The comprehensive remote application access environment of Parallels RAS provided Onguard with a level of organization and efficiency previously unattained. This alone would have been significant, but combined with reducing TCO and the need for additional upgrades, Onguard is very pleased with their decision to upgrade. Reduced user-support demand has allowed Onguard to focus its efforts on expanding its market leadership position for innovative 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.