

Aragorn B.V. Improves Microsoft RDS Experience with Parallels RAS



The Customer: Aragorn® B.V.

Since 1990, Aragorn has positioned itself as a leader in information and communication technologies (ICT). Since inception, they have applied their knowledge and technology to the delivery, production, and management of workplaces, servers, and industrial computers. Aragorn focuses on security, cloud, and online backup. Aragorn has distinguished itself by offering independent advice, high-quality solutions, and fair, market-based prices.

The Challenge: Improve Microsoft® RDS load balancing, web-access and printer redirection

Aragorn had previously implemented remote desktop and application delivery through Microsoft Remote Desktop Services (RDS) as a standalone solution. Although Microsoft RDS delivered solid performance, it struggled in scalability, load balancing, printing redirection, and web and mobile access.

Aragorn found that when the RDS server reached capacity, no further users could log in, and to increase capacity, a new server had to be spooled, configured, and patched, which was very time consuming. While network load balancing (NLB) was used to balance the network traffic, it did not track the health of the gateway service, reducing the reliability of the access to published applications and desktops. Even with easy print, Microsoft RDS was cumbersome and unable to provide a seamless printing experience to users. Recurring task such as re-configuring the client group policy, adding missing printer drivers, and updating client software overloaded IT staff.

Microsoft RDS enabled web and mobile access to published application and desktop, but the performance was still not at the standard the organization required to provide a seamless experience to users. As a leader in the ICT field, Aragorn needed customers and employees to seamlessly access their applications and desktops without limits on location or device.

In order to address these limitations, the organization needed an all-in-one solution that could enhance Microsoft RDS performance at an affordable price.

They choose Parallels® Remote Application Server, which allowed Aragorn to upgrade Microsoft RDS and turn it into a more comprehensive virtual application and desktop delivery solution.

The Solution: Parallels RAS reduces expenses and supports users across all devices

Parallels RAS was chosen by Aragorn after a thorough research of industry leading options for virtual application and remote desktop delivery. Compared to more costly, complex VDI options such as Citrix® XenApp/XenDesktop, Parallels RAS lowered costs and allowed them to reduce hardware investment. Aragorn also eliminated the need for expensive consultations and third-party add-ons with Parallels RAS.

Parallels RAS offers a brilliant, all-in-one VDI solution that includes simple patching and updates to clones, load balancing, automatic configuration of clients, and ready to go shadowing features that make technical support easy for administrators as well as end users. Parallels RAS is a full-featured virtual desktop and application delivery solution that offers an outstanding experience for remote desktop delivery and application virtualization on web and mobile devices.

The out-of-the-box technical features of Parallels RAS, along with mobile CYOD and BYOD support and cost-effective licensing made the improvements to Microsoft RDS a simple and practical solution for Aragorn.

The Benefits: Incredible out-of-the-box performance promotes employee satisfaction

Immediately after improving Microsoft RDS with Parallels RAS capabilities, Aragorn was impressed by the facility and pace of the applications and desktops delivery. Their IT team was very happy about the quick and simple set up, with immediate performance improvements without the need of complex configuration, third party add-ons, or expensive professional services. The team had expressed concerns over end-user migration and delays in their ability to deliver applications to customers. However, Parallels RAS relies on Microsoft RDS infrastructure and it is easy to deploy, configure, and maintain allowing users to migrate to and access applications quicker and more efficiently than expected.

Since upgrading to Parallels RAS, Aragorn reduced the total-cost-of-ownership (TCO) with straightforward licensing, increases in load balancing efficiency, and a reduced need for support and external consulting. Their clients welcome the full mobile functionality and improved assistance options.

A R A G O R N

“The upgrade to Parallels RAS was fast and easy with a very fast migration, allowing our office to focus on supporting our customers not our IT.”

–Martijn Lafeber
Operations Manager

Conclusion

The Parallels RAS comprehensive remote application environment provided Aragorn with a level of performance and efficiency previously unattainable. This alone would have been a significant improvement, but combined with reductions in TCO, Aragorn is very pleased with their decision to enhance Microsoft RDS with Parallels RAS. Reduced user-support demand has allowed Aragorn to focus efforts on further expanding its market leadership position in providing innovative IT solutions.