Case Study | Parallels Remote Application Server

Esperanza Health Center Implements Parallels RAS to Enhance Microsoft RDS

Philadelphia-based Esperanza Health Center upgraded to award-winning virtualization solution Parallels® Remote Application Server (RAS) to enhance their electronic medical records (EMR) application publishing solution based on Microsoft RDS. After deciding that Microsoft RDS's virtualization solution wasn't performing adequately alone, the IT director, Stuart Allan, decided to embrace the more powerful and highly efficient solution provided by Parallels RAS. Now the Esperanza Health Center has instant access to EMR applications from any device, anywhere.

The Customer: Esperanza Health Center

In cooperation with the Church and others, Esperanza Health Center is a multicultural ministry providing holistic health care to the Latino and underserved communities of Philadelphia. Esperanza Health Center's mission is to provide affordable, quality, bilingual primary health care and support services to patients, and to promote the health of the North Philadelphia community they serve. All people in need of health-care services are welcome at Esperanza Health Center.

The Challenge: Limited virtualization solution capabilities

Before Parallels RAS, Esperanza Health Center relied on Microsoft RDS alone to provide concurrent accessto shared health-related applications to between 101 and 250 client users. The healthcare professionals at the organization needed access to GE Healthcare Centricity 12.2 in order to access and manipulate electronic medical records.

Furthermore, the organization wanted to have a mobile-enabled workforce with a bring-your-own-device (BYOD) policy available. Healthcare employees were using a wide range of devices, including Windows, Mac®, Android, iPhone®, iPad®, and Microsoft Surface.

With Microsoft RDS, Esperanza Health Center found that their virtualization was limited in terms of functionality. There were certain user-friendly features, such as server load balancing, that were difficult to implement. Furthermore, the reporting tools were not strong enough to meet the organization's needs.

To simplify and build a more powerful virtual application solution for EMS software delivery, Esperanza Health Center decided to search for application publishing that would give them more functionality while remaining within budget.

The Solution: Parallels Remote Application Server (RAS)

Esperanza Health Center ultimately choose to implement Parallels RAS because of its easy implementation and favorable price point in comparison to Citrix.

Key Benefits: Easy setup and integrated mobile controls

For Esperanza Health Center, the benefits of enhancing the Microsoft RDS through the streamlined virtualization solution Parallels RAS were significant. First off, the Parallels solution was straightforward to deploy, with comprehensive virtualization features available in the out-of-the-box installation.

After deployment, IT staff at Esperanza Health Center were able to leverage the centralized management tools offered by Parallels RAS while optimizing the server network through automated load balancing. As a result,employees were able to access applications faster and more reliably while in remote locations— even on mobile devices.

> *"We had difficulty with load balancing when we were on Microsoft RDS by itself… Now that we're on Parallels RAS, we use server and network load balancing all the time."*
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> **–Stuart Allan**
> IT Director, Esperanza Health Center

Allan pointed out that the Parallels RAS wizards simplified many time-consuming tasks such as load balancing. The organization could also implement bring-your-own-device (BYOD) policies for its employees, allowing them to provide more efficient care to their patients.

Finally, 24x7 tech support from Parallels has served Allan and his IT team greatly. No matter what time of day, Allan has found there is always a support crew ready to work with him and help make the best choices for Esperanza Health Center's individual virtualization solution needs.

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.