

A State University modernizes remote access, cuts costs, and keeps IT simple

How a U.S. public sector organization replaced Citrix with Parallels Remote Application Server (RAS) to give staff secure, one-to-one access to assigned office desktops from anywhere.



THE CUSTOMER

A mid-Atlantic state university serving multiple local-government stakeholders supports a hybrid workforce, with staff splitting time between the office and home. Each employee is tied to a specific, dedicated desktop workstation rather than a shared pool of machines. The agency wanted to replace Citrix while preserving that one-to-one operating model and keeping administration manageable for a lean IT team.



100%

of staff preferred RAS over their prior Citrix experience

THE CHALLENGE

- **Replace Citrix without changing the operating model:** Give every staff member secure remote access to their own physical desktop - not just any available machine in a pool.
- **A lightweight proof of concept** to validate the approach with a small group before a broader rollout.
- **Tight security** so remote sessions could not be used to bypass IT controls or connect directly to a machine outside the approved access path.
- **A licensing model** that flexes with actual usage rather than forcing the agency to overprovision for staff who are not logged in every day.
- **Room to grow into adjacent use cases**, such as mapped network drives and future company-issued endpoint initiatives.



1:1

each employee remotely accesses their own assigned PC



Lower

license consumption than originally budgeted

THE SOLUTION

Working with the Parallels team, the agency stood up Parallels RAS as a proof of concept on its existing infrastructure, configured around its one-person, one-machine reality:

- **A Remote PC Static Provider** for deliberate grouping and management of machines, rather than one undifferentiated pool.
- **Static assignment at the host pool level**, guaranteeing each employee is mapped to their own designated desktop.
- **Security hardening** disabling inherited default RDP access and routing every connection through the RAS gateway — closing off any path to bypass RAS.
- **Concurrent-user licensing**, so a license is only consumed for the duration of an active session and returns to the pool at sign-out.

The initial setup and first successful remote session were completed in a single working session, giving the agency's IT team a repeatable framework for onboarding additional colleagues and machines.

THE OUTCOME

- **Staff preferred the RAS experience to Citrix** and reported low-latency access to their assigned office desktops from home.
- **Reduced remote access spend** compared with the prior environment, freeing budget for other IT priorities.
- **Lower license consumption** than originally planned, giving the agency headroom to expand usage without an immediate cost increase.
- **Reduced administrative overhead** since the small IT team no longer needs to manage remote access permissions on every individual machine.
- **A platform for additional use cases**, with the agency evaluating drive mapping to support future company-issued laptops without introducing another remote-access tool.

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“People seem just as happy, or happier, with it than Citrix - and it saved us money.”

IT Lead,
State University

About Parallels RAS: Parallels Remote Application Server (RAS) is a virtual application and desktop delivery solution that gives public sector organizations secure, flexible remote access to physical PCs, virtual desktops, and applications - without the cost and complexity of legacy VDI platforms.