# A National Rural Health System replaces Citrix for clinical application delivery

How a large U.S. healthcare organization moved to Parallels Remote Application Server (RAS) to deliver Oracle Health Cerner while lowering licensing costs and simplifying operations.

## THE CUSTOMER

A large rural U.S. healthcare system in the upper midwest relied on Citrix to provide clinicians and staff with access to business-critical applications. EDCi, its long-standing technology partner and manager of the Citrix environment, recommended Parallels RAS as a more cost-effective and easier-to-operate alternative.

## THE CHALLENGE

- **A time-sensitive Citrix decision:** The organization faced an upcoming Citrix renewal and wanted to move quickly toward a replacement.
- **Clinical application continuity:** The primary validation target was Oracle Health Cerner, making reliability and application access central to the decision.
- **Healthcare-grade operational risk:** The environment required focused implementation and escalation support because disruption to clinical workflows carried significant consequences.

**~$300K**

Prior one-year Citrix renewal quote

**~$170K**

Parallels package referenced for four years plus one year Premier Support

**Cerner**

Primary clinical application delivery use case

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## THE SOLUTION

Trinity Health selected Parallels RAS with a multi-year licensing package and Premier Support. EDCi led implementation using its knowledge of the existing Citrix environment, while Parallels provided technical guidance and escalation support.

- **Partner-led migration:** EDCi applied its familiarity with the customer, Citrix, and Parallels RAS to deploy and support the new environment.
- **Cerner delivery through Parallels RAS:** The project centered on publishing and validating the organization's primary Cerner use case through RAS.
- **Premier Support alignment:** The purchased support package provided a dedicated path for technical coordination during production deployment and stabilization.

## THE OUTCOME

- **Substantial financial advantage:** Internal project notes compare an approximately $300,000 one-year Citrix renewal quote with an approximately $110,000 Parallels package covering four years.
- **A simpler commercial model:** The customer chose Parallels based on lower cost and ease of use, supported by EDCi's recommendation and long-term knowledge of the environment.
- **Progress toward production:** The licensing and Premier Support order was signed, and the customer, EDCi, and Parallels moved into production deployment and technical stabilization.

Why Parallels Ras

**Lower cost, easier day-to-day operation, a trusted implementation partner, and a support model designed to help protect a business-critical healthcare deployment.**

*About Parallels RAS: Parallels Remote Application Server is a virtual application and desktop delivery solution that provides secure access to applications, virtual desktops, and physical PCs while reducing the cost and complexity associated with legacy VDI platforms.*

*Internal source basis: customer and partner emails, Teams discussions, support recap, and sales notes from November 2025 through September 2026. No customer testimonial or externally approved outcome statement was found.*

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