

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.



~\$300K

Prior one-year Citrix renewal quote

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.



~\$170K

Parallels package referenced for four years plus one year Premier Support



Cerner

Primary clinical application delivery use case

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.