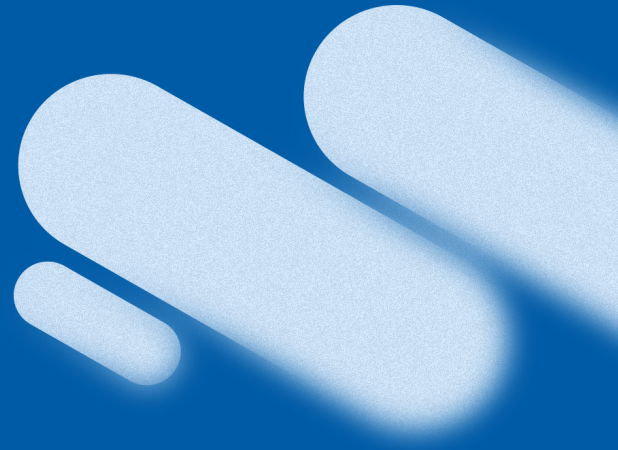


Enhance and optimize Parallels RAS workspaces with the ControlUp ONE DEX Platform



As businesses adapt to evolving workplace dynamics and increasingly adopt hybrid or remote work models, the digital employee experience (DEX) is a critical factor in organizational efficiency and success.

Parallels RAS simplifies and unifies the user experience for employees accessing critical applications and data in a remote work environment.

The ControlUp ONE DEX platform unifies real-time monitoring, automation, and digital experience insights across the entire digital workspace. IT teams finally get complete visibility, proactive remediation, and a friction-free way to keep work flowing.



Comprehensive DEX

Centralize app and desktop management and delivery with advanced, real-time monitoring and insights.



Effective scaling

Both solutions are designed for user and environment scaling—on-premises, hybrid, or for multi-cloud deployments.



Optimized user experience

Improve and enhance employees' UX with significant insights, proactive resolutions, and performance adjustments.

Simplified virtual application and desktop delivery

Parallels RAS is a secure virtual application and desktop delivery solution. Its simplicity is due in part to its deep integration across different infrastructures, hypervisors, and endpoints, while offering advanced automation and IT administration capabilities.

It creates a unified workspace experience for users, offering a central place for apps and data regardless of how the applications are hosted or accessed.

A leading DEX platform, unifying DEX and IT operations for modern workplace management

ControlUp brings together IT operations and digital experience management in a single, intelligent platform. By combining real-time monitoring, intelligent automation, and proactive remediation, it ensures IT teams can see the full picture while optimizing every detail—from high-level system performance to individual employee issues. The platform delivers seamless IT oversight, enhanced employee productivity, and reduced downtime, ensuring a friction-free digital workplace.

Optimizing application delivery and end-user performance

Parallels RAS provides a powerful VDI and DaaS environment for organizations looking to modernize IT operations.

Maintaining this environment requires deep visibility across the entire VDI and cloud infrastructure. To further enhance this, ControlUp extends real-time insights beyond virtual machine metrics, with advanced analytics for hypervisors, gateways, endpoints, and the end-user experience.

Both solutions integrate seamlessly, enabling ControlUp to communicate directly with the Parallels RAS environment and deliver extensive functionality for diverse use cases.



Enhance the Parallels RAS environment

Gain end-to-end visibility into Parallels RAS environments, including session performance, application usage, and resource consumption. Identify performance bottlenecks before they impact end users.



Optimize total cost of ownership

From optimizing VDI environments to reducing software costs, more insights can help make financially conscious decisions about the Parallels RAS digital workplace. Right-size the VDI or cloud resources to manage costs.



Increase IT efficiency

IT managers running a Parallels RAS environment with ControlUp can troubleshoot and resolve more efficiently with shared tools, simplified operations, and standardized problem solving.



Support a flexible hybrid workplace

Enable popular working practices by effortlessly delivering critical apps and data to any device, anywhere. Improve maintenance and reduce employee frustrations with proactive and preventative monitoring capabilities.



 **Parallels™**

Parallels RAS: The day-one solution for VDI deployment

Parallels RAS excels as a day-one solution because it focuses on getting your virtual application and desktop infrastructure up and running quickly and efficiently. Its strengths lie in:



Rapid deployment and configuration

Parallels RAS simplifies the initial setup of virtual application and desktop environments. With features like wizard-based configurations, auto-provisioning, and integration with Azure Virtual Desktop and AWS, it allows IT teams to deploy a functional environment in a fraction of the time compared to more complex alternatives.



Centralized resource delivery

It provides a single console to manage the delivery of Windows applications, full desktops, and remote PCs. This includes publishing resources, managing user access, and configuring gateways and load balancers.



Scalability and flexibility

Parallels RAS is designed to scale effortlessly, accommodating growing user bases and adapting to different infrastructures (on-premises, hybrid, multi-cloud). Its built-in load balancing ensures that resources are distributed efficiently from day one.



Secure foundation

It includes essential security features out of the box, such as multi-factor authentication (MFA) support, SSL/TLS encryption, and granular access control, laying a secure foundation for remote access.



Cost effectiveness

Its straightforward, concurrent user licensing model avoids hidden costs, making it an attractive initial investment for organizations looking to deploy VDI or DaaS.

ControlUp: The day-two solution for management and optimization

Once Parallels RAS has deployed the environment, ControlUp steps in as the indispensable day-two solution. Its role is to ensure the ongoing health, performance, and user satisfaction of that environment. ControlUp provides the tools to proactively monitor, troubleshoot, and optimize the digital employee experience after the initial setup. Its focus areas include:



Real-time monitoring and observability

ControlUp provides deep, granular, and near real-time (three-second refresh) visibility into every component impacting the user experience—from the endpoint device and network to the Parallels RAS components, virtual machines, applications, and even the underlying infrastructure (hypervisors, cloud services).



Proactive issue identification

ControlUp continuously analyzes performance metrics and identifies anomalies, alerting IT to potential problems before users report them. This shifts IT from a reactive to a proactive support model.



Advanced troubleshooting

When issues arise, ControlUp's comprehensive data and diagnostic tools allow IT to quickly pinpoint the root cause of performance bottlenecks, slow logins, application crashes, or network latency within the Parallels RAS environment.



Intelligent automation and remediation

ControlUp enables IT to automate a wide range of common troubleshooting and optimization tasks. This means issues can be automatically fixed or mitigated without manual intervention, reducing IT workload and improving consistency.



Digital employee experience (DEX) management:

Beyond raw metrics, ControlUp measures and scores the actual digital experience of employees, providing insights into login duration, application responsiveness, and overall user sentiment.

Transforming IT's role from reactive firefighting to proactive optimization by providing unparalleled visibility, intelligent automation, and deep insights into the digital employee experience, ControlUp ensures that your Parallels RAS environment not only runs but thrives, delivering consistent performance and reliability long after the initial deployment.

For more information, visit:

Parallels RAS
parallels.com/RAS

ControlUp
controlup.com

