

KernBHRS Implements Parallels RAS to Publish Electronic Health Records and Lower Costs



The Results



REDUCED THE TOTAL-COST-OF-OWNERSHIP

Parallels RAS's intuitive interface meant less time and money spent on IT certification training and expensive consultants.



EASE OF USE AND STREAMLINED MANAGEMENT

Centralized management, automation tools and enterprise range features.



INCREASED REMOTE ACCESSIBILITY

Users can connect to essential virtual resources via iPhone, iPad, and Google Chromebook.

“Parallels RAS provides a good amount of first-level performance information for our published electronic health records (EHRs), which in turn allows me to quickly identify and correct bottlenecks related to the network, servers, or the application itself.”

Charles McCartney
*Kern Behavioral Health &
Recovery Services*

About Kern Behavioral Health and Recovery Services

- A public mental-health clinic based in Bakersfield, California, Kern Behavioral Health and Recovery Services (KernBHRS) helps people with mental illness and addictions to recover so they can enjoy opportunities to learn, work, and contribute to their community.
- KernBHRS works together with patients to achieve hope, healing, and a meaningful life in the community.



Parallels is a global leader in cross-platform solutions, enabling businesses and individuals to access and use the applications and files they need on any device or operating system. Parallels helps customers leverage the best technology available, whether it's Windows, Linux, macOS, iOS, Android or the cloud.

The company's solution portfolio includes the award-winning Parallels Remote Application Server (RAS), an all-in-one application delivery and virtual desktop infrastructure (VDI) solution that enables users to work remotely from anywhere, on any device, at any time.

The Challenge

Before choosing the streamlined virtualization solution Parallels® Remote Application Server (RAS), KernBHRS used Citrix to deliver critical patient information from published electronic health records (EHRs) to various client devices used by medical professionals. Among the devices deployed were PCs, Mac computers and Microsoft Surface laptops.

Unfortunately, the senior information systems specialist for KernBHRS, Charles McCartney, encountered Citrix healthcare application delivery problems. The solution was convoluted and difficult to install and maintain without lengthy and costly training courses. Furthermore, the upgrade charges were “phenomenally high,” according to McCartney.

The Solution

KernBHRS decided to implement Parallels RAS instead. Immediately after installation, the mental healthcare clinic could access comprehensive features such as server and network load balancing, printer redirection and application publishing.

KernBHRS plans to use public cloud services (such as Microsoft Azure or Google Cloud) to expand its use of the seamless virtual desktop infrastructure (VDI) features in Parallels RAS. McCartney's team also plans to expand the variety of devices deployed across the network to include iPhone, iPad and Chromebook and any HTML5 web browsers, adding to their technology array.

McCartney was impressed by how fast it was to implement and learn to manage the “powerful set of virtualization tools” through Parallels RAS. It became easy for McCartney to monitor servers, workstations and devices deployed.

The Results

With Parallels RAS, KernBHRS lowered its total cost of ownership (TCO) by leveraging the straightforward single licensing plan, which includes network and server load balancing. Further savings were achieved because Parallels RAS's intuitive interface meant less time and money spent on IT certification training and expensive consultants.

Parallels RAS enabled KernBHRS to manage its entire VDI infrastructure through one pane of glass. As a result, McCartney and his team can quickly address any problems with the network, server, or EHR applications at any time, from anywhere.

Now that KernBHRS has implemented Parallels RAS, the medical-professional end users experience increased stable access to the EHR solution. This lowers stress levels and improves productivity across the organization on an ongoing basis.

