



TSG Networks Replaces Citrix with Parallels RAS to Serve Customers with a Faster, Simpler VDI Solution

The Results



LOWERS THE TOTAL COST OF OWNERSHIP

Parallels RAS offers straightforward, low-cost licensing that includes a comprehensive set of virtualization features.



EASE OF USE AND STREAMLINED MANAGEMENT

TSG Networks managed to migrate end users to Parallels RAS in a few hours rather than weeks or months.



INCREASED REMOTE ACCESSIBILITY

TSG Networks can easily bridge the server farm and remote devices to deliver a close-to-native experience to end users.



BRING-YOUR-OWN-DEVICE (BYOD) INITIATIVES

Users can choose their preferred device to access applications and remote desktops.

“If you’re looking for an affordable, uncomplicated way to expand your business, look no further than Parallels RAS.”

Herb Burt
VP Customer Development
TSG Networks

About TSG Networks

- TSG Networks is Based in El Cerrito, California, and was founded by siblings Gloria Burt, Teryl Burt, and Herb Burt in 1979.
- Within the first six years, their company earned a place on the INC 500 Fastest-Growing Private Companies in America list, showing 1,602.3% growth over five years. Keeping pace with rapid technology changes, they now focus on providing managed services.
- TSG's founders are committed to supplying superior customer service by employing the most advanced computer technologies. The company's core competency is developing and implementing cost-effective, efficient solutions to help their clients automate business infrastructure.

Parallels®

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

One of TSG's clients had an office in California, an office in Washington D.C. and multiple remote workers scattered across various regions in the United States. While the client had used Citrix for many years, a large percentage of their staff was not satisfied with the complex application and desktop delivery solution and used a virtual private network (VPN) instead.

A few years ago, the company added a Microsoft Remote Desktop Services platform to address the problems with their Citrix-based virtualization solution. However, the RDS-only solution did not work consistently. Furthermore, Burt said Citrix did not provide satisfactory technical support to address issues with its complex virtualization solution.

The Solution

TSG Networks chose Parallels® Remote Application Server (RAS) to publish remote applications and desktops to its clients. The MSP company publishes MS Office, Office 365, Raisers Edge, FundEZ, Home Grown LMS, web browsers and other applications to anywhere from 26 to 100 concurrent users.

TSG Networks relies on Parallels RAS for application publishing and desktop management. The company also uses Parallels RAS virtualization features such as virtual desktop infrastructure (VDI) and the HTML5 Gateway to provide their customers with seamless access to shared applications and desktops.

Since adopting Parallels RAS, TSG Networks has been "extremely pleased with the level of support provided by the entire Parallels team."

The Results

Almost immediately after switching to Parallels RAS, TSG Networks experienced many benefits. The painless implementation of cloud, on-premises and hybrid deployments made Parallels RAS a quick asset to the company's bottom line and ability to serve its customers. With Parallels RAS, TSG Networks migrated end users to Parallels RAS in a few hours rather than weeks or months.

With the all-in-one VDI solution that Parallels RAS offers, TSG Networks was able to lower its costs. Parallels RAS offers straightforward, low-cost licensing that includes a comprehensive set of virtualization features, including an automated load balancer and printer redirection. By using the installation and desktop publishing wizards, TSG Networks was able to simplify time-consuming tasks and cut back on virtual application and desktop delivery costs.

Finally, TSG Networks was able to leverage the mobile-friendly end-user experience provided by Parallels RAS. This helped their customers implement bring-your-own-device (BYOD) and choose-your-own-device (CYOD) policies in the workplace. By leveraging Parallels RAS virtualization technology and RDP connections, TSG Networks could easily bridge the server farm and remote devices to deliver a close-to-native experience to end users on any device, including Android and iOS.



For further information visit parallels.com/ras
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