



Case Study | Parallels Remote Application Server

Cancer Council NSW chooses Parallels Remote Application Server to improve customer care

Company Overview

Cancer Council NSW (<https://www.cancer council.com.au/>) is an independent charity in New South Wales, Australia. The non-profit is 96% funded by the local community. Cancer Council NSW provides a combination of local program delivery, community engagement and national influence that enables everyone who cares about cancer to make the biggest possible difference through this organization.

Together with volunteers, supporters, stakeholders and staff, Cancer Council NSW is committed to reducing the impact of cancer on individuals and the community, and to lessening the burden for people affected by cancer.

The Challenge: Slow virtual application delivery on the cloud

Cancer Council NSW was looking for a centralized virtual application delivery solution that was cost-effective and easy to use when deployed on the Microsoft Azure cloud. The company was using the now-retired RemoteApp environment earlier, which was cumbersome and sometimes stalled for 15 minutes when authenticating users.

The organization publishes Microsoft Office applications to under 100 concurrent users who need to access shared resources on Mac and PC desktop devices. Cancer Council NSW found that Parallels Remote Application Server (RAS) offered a better value and more cost-effective solution than replacing RemoteApp with Citrix XenDesktop/XenApp.

The Solution: Parallels RAS increases connectivity on the cloud

Cancer Council NSW implemented Parallels RAS to publish Microsoft Office applications to employees on Mac and Windows machines. Parallels RAS seamlessly connects Cancer Council NSW end-users with shared application and files, which has increased productivity. It has also improved the level of care they can offer to their customers who need cancer support services.

With Parallels RAS, Cancer Council NSW takes advantage of a centralized dashboard interface with secure virtual application delivery.

“Parallels Remote Application Server is the complete package: a cost-effective, scalable, and versatile server system that enables us to seamlessly and securely deliver desktops and applications to any device,” said Tonia Marsh, IT Operations Manager.

Key Benefits: Affordable application virtualization solution on the cloud

After implementing Parallels RAS, Cancer Council NSW benefited from an inexpensive solution to application virtualization on the Microsoft Azure cloud platform. Further, Parallels RAS made it easy to take advantage of Azure's scaling capabilities. With rapid access to shared resources through automated load balancing, it is quick and easy for end-users to connect to the cloud-based network and access shared applications and data.

“Parallels RAS was easy to deploy and we can now scale up the environment whenever we need to.”

—Tonia Marsh, IT Operations Manager

Cancer Council NSW was highly satisfied by the rapid implementation and time-saving management wizards that allowed a non-profit to provide a higher quality service at a lower cost. Parallels RAS offers comprehensive desktop and application delivery with scaling capability ready to take advantage of the Microsoft Azure cloud. Additionally, the resellers BizData and SoftwareOne were able to satisfy the IT budget requirements set by Cancer Council NSW while still maintaining a solid margin.