

Tech-24 Harnesses Parallels RAS to Deliver In-House Applications



The Results



INCREASED REMOTE ACCESSIBILITY

More reliable and faster application publishing than their previous solution.



LOWERED THE TOTAL COST OF OWNERSHIP

Highly cost-effective with a significantly lower licensing price compared to Citrix.



EASE OF USE AND STREAMLINED MANAGEMENT

Simple deployment framework implementation and time-saving management wizards.



“Parallels RAS is a great solution for publishing applications quickly and easily!”

Carlos Henao
System Administrator
Tech-24

About Tech-24

- Based in the United States, Tech-24 is the nation's largest independent installation, preventative maintenance, and repair company specializing in foodservice facilities. They specialize in cooking, refrigeration, beverage, and specialty foodservice equipment.
- They offer full-service restaurants, quick-service restaurants (QSRs), convenience stores and retailers, coffee shops and concessions operations.
- The company's trained, licensed, and insured food service equipment repair technicians serve 50 of the United States' largest metropolitan markets.

The Challenge

Tech-24 needed a comprehensive virtualization solution to provide remote access to customized line-of-business (LOB) applications for its repair technicians. At first, Citrix XenApp (now known as Citrix Virtual Apps) was implemented by Tech24 to provide employees with remote access to the homegrown applications they required when performing food-service equipment repair. However, the company was not satisfied with the Citrix solution, which was too complicated and costly to maintain and update. Citrix also presented performance handling issues that cost the company time and lowered employee productivity.

To address the remote application performance issues, simplify its virtualization infrastructure and lower IT costs, Tech-24 decided to go on the market to find a comprehensive, affordable virtualization solution to replace Citrix.

The Solution

After careful market research and evaluation, Tech-24 implemented Parallels® Remote Application Server (RAS) to replace Citrix. The solution enabled the company to deliver remote LOB applications to any device, anywhere. Tech-24 used Parallels RAS to access virtual applications on Windows desktop PCs as well as Android and iOS mobile devices. Additionally, Parallels RAS allowed Tech-24 to support public cloud platforms such as Microsoft Azure and Google Cloud.

Parallels RAS provided a cost-effective, user-friendly solution to deploy and manage a virtual desktop infrastructure (VDI) that immediately and dramatically lowered IT costs. The Parallels RAS solution is highly cost-effective with a significantly lower licensing price compared to Citrix.

The Results

Tech-24 achieved many important benefits after switching to Parallels RAS. With the new virtual application delivery solution, Tech-24 simplified time-consuming tasks, allowing the organization to save time and money. In addition, the company migrated end users to Parallels RAS in a few hours instead of months as Citrix had required.

By taking advantage of the simple deployment framework implementation and time-saving management wizards, Tech-24 provided seamless application publishing at a lower cost. Tech-24 used Parallels RAS comprehensive virtualization to reduce the total cost of ownership (TCO) of its IT environment.

Parallels RAS empowered Tech-24 with seamless application publishing. With Parallels RAS, the company achieved a straightforward, easy-to-use application publishing environment. In the end, Parallels RAS allowed Tech-24 to reduce costs while providing a more reliable and quicker application publishing solution to foodservice repair technicians.



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.



For further information visit parallels.com/ras
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