Mastex Software Overcomes Remote App Issues with Parallels RAS

> "We needed a reliable solution that allowed our customers to connect from their systems to Mastex Software. With Parallels Remote Application Server, our connection issues were resolved, which satisfied our customers."
>
> Peter Van Driel
> *Managing Director*
> *Mastex Software*

The Results

INCREASED REMOTE ACCESSIBILITY

The Parallels® RAS Web Portal and the HTML5 Gateway allow users to connect from anywhere via any device.

ENHANCED SECURITY

By switching to Parallels RAS, Mastex Software fixed security-related issues with RemoteApp.

IMPROVED USER EXPERIENCE

Eliminated connection errors, which had bothered customers.

|| 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

Mastex Software publishes its proprietary software, MXSuite, and other applications such as MS Office, Adobe Reader and AutoCAD Viewer. The company previously used RemoteApp (built-in in Windows Server 2008 R2) to publish applications to remote users over RDP protocol. However, Mastex Software found that there were security-related issues with RemoteApp.

RemoteApp was using the default internet port, which is often blocked by firewalls. Moreover, limitations due to group policies in the customer environment did not allow them to connect to another domain. Frequent downtimes wasted time for support agents as well as customers. As end-users faced many challenges in connecting to the datacenter, Mastex Software had to give their customers a lot of assistance, making the software inefficient. Consequently, Mastex Software started looking for a reliable virtualization tool that could seamlessly deliver applications to remote users.

The Solution

Mastex Software chose Parallels® Remote Application Server (RAS) to publish desktops and virtual applications to remote users, where there are 100 total users with 35 concurrent users at any time. Additionally, Mastex Software used Windows Server Remote Desktop Services (RDS) to drive its virtual environment. The important features mostly used by the company are application publishing, the Parallels RAS Web Portal, and the HTML5 Gateway.

After the switch to Parallels RAS, connection issues were resolved. Customers didn't have to spend time connecting to the SaaS environment. Furthermore, before the switch to Parallels RAS, support was non-existent, leading Mastex Software to resolve issues by exploring the Internet. Nonetheless, after the switch, they did not need much of a support system.

The Results

With Parallels RAS, Mastex Software found a reliable solution that enables smooth and easy connections between customers and its IT environment. Customers can easily connect to the master software from their systems. In addition, since connection failures were eliminated, customers are satisfied with the performance and reliability of the software. One notable feature is the ability to set up and manage all connection properties from the centralized console of Parallels RAS. Another benefit Mastex Software realized is improved efficiency.

Security issues have also been resolved. Moreover, Mastex Software can provide a rich experience to end-users. While the company doesn't have any immediate expansion plans, they believe Parallels would be a sure component of their current infrastructure as well as future expansion.