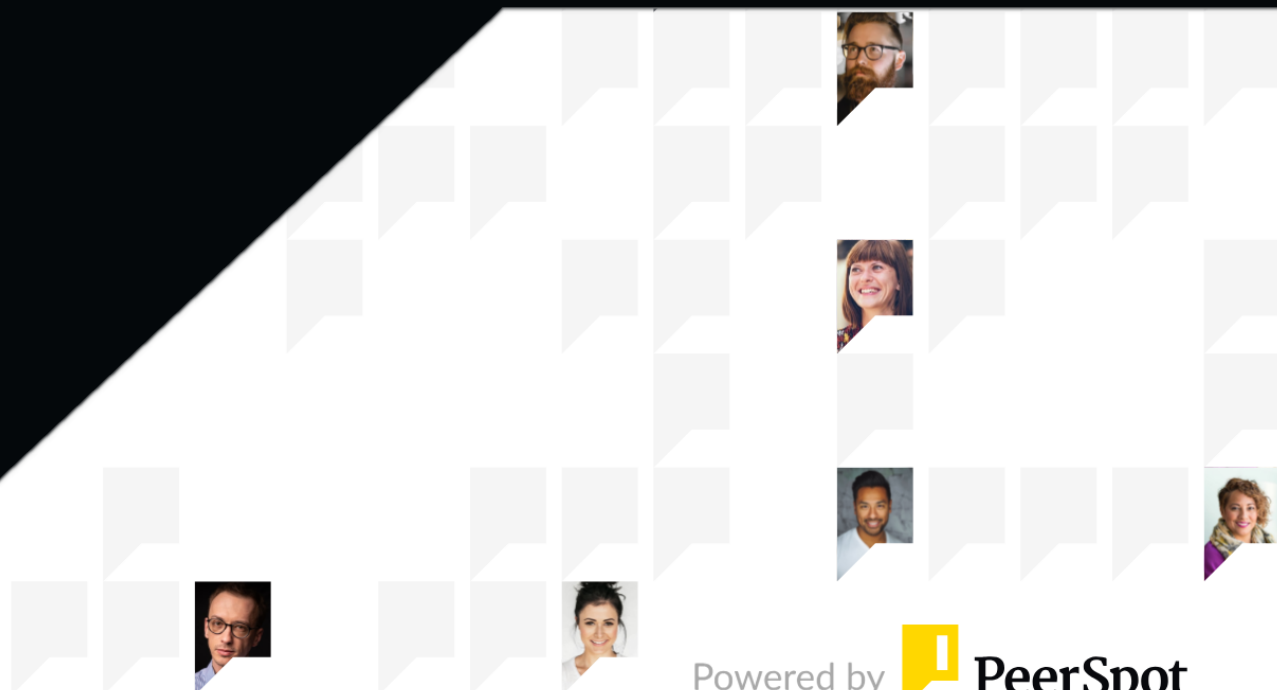




Parallels Remote Application Server (RAS)

Reviews, tips, and advice from real users



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Product Recap



Parallels Remote Application Server (RAS)

Parallels Remote Application Server (RAS) Recap

ApplicationServer delivers applications, data and virtual desktops from a central location, providing continuous availability, resource-based load-balancing and complete network transparency.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“One valuable feature is the ability to securely use a wide range of devices to access the company's infrastructure.”



Johan Skibdahl

CEO at Etcetera Networks



“The solution is powerful, and it has good speed and performance.”



Timo Stubel

Senior Presales Engineer at CenterTools Software GmbH



“It is a stable solution.”



AJ Hartenberg

Business Owner at Yada Group Services



“We can provision the servers without the need for another third-party solution.”



Verified user

System administrator at a construction company with 11-50 employees



“You have the opportunity to virtualize applications in different locations. Everything is in one pane or one window, which is quite good.”



JohanSkibdahl

CEO at Etcetera Networks



“Simplicity of the interface is a valuable feature.”



-Jeremy Hallock

Datacenter Engineer at Freelancer



“Its price and ease of use are the most valuable. It is simple and has good performance.”



Verified user

Solution consultant at a tech services company with 11-50 employees

What users had to say about valuable features:

“We can publish apps and desktops on Terminal Servers and seamlessly share printers. We also combine Parallels with Deepnet Security to get two-factor authentication..”

Verified user

Operation Manager Servers and Central Infrastructure

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-
- Thin client management (Windows 10 client) provides an easy way to lock down client connection to the remote infrastructure.
 - Policies are very helpful for preconfiguring client behavior.
 - Client management is easy.

Christophe Jurdan

System Engineer at a government with 1,001-5,000 employees

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“The simplicity of the interface for customers is a valuable feature. In this case, we wanted a solution that did not require a client and it could be run from a browser. As far as we can tell this is also a very secure solution, which is very important to us because we're in the financial industry..”

-Jeremy Hallock

Datacenter Engineer at Freelancer

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- Ease of set up
- Transparent end user experience

Our main target for this product is the student body, who may not be using a Windows PC/laptop, and require access to applications which they are required to undertake during their studies or when they need to carry out research activities. Parallels allows us to provide easy access to applications on multiple devices from any location..”

Verified user

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Project Manager with 1,001-5,000 employees

“One valuable feature is the ability to securely use a wide range of devices to access the company's infrastructure. The inclusion of all necessary components, such as load balancer and gateways, in a monthly fee is also beneficial. In terms of Parallels Desktop, the coherence mode that allows Mac and Windows applications to run seamlessly side by side is highly regarded..”

JohanSkibdahl

[Read full review](#) 

CEO at Etcetera Networks

“Its integration with Cloudpaingng and AppsAnywhere. We use Cloudpaging to package and deploy the vast majority of our applications to our standard Windows 10 desktops. With the use of Parallels integration into Software2 AppsAnywhere hub, this means we can use the same packages to deliver Windows applications to almost any device – Windows, macOS, iOS, Android, Linux, Xbox One, PS4 – just by ticking a box. .”

MichaelCoxon

Technical Lead (Windows Desktops) / Senior IT Consultant at a university with 1,001-5,000 employees

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Other Solutions Considered

“When we thought of doing this we looked at other solutions as well but, cost-wise, Parallels was on the positive side, so that is the reason we went ahead with Parallels..”

Devraj Dedhia

IT Analyst at a comms service provider with 5,001-10,000 employees

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“Citrix, MS RDS, and Ericom Blaze. We also do keep an eye on the other products in the market to make sure we are always providing the best solution for our clients..”

James-Russell

Professional Services at a tech services company

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“Citrix is suitable for big companies. It is difficult to set up and requires a certified technician with two Citrix certifications for easier deployment. They charge around \$ 4,000 to \$ 5,000 for training programs. In contrast, Parallels provides free training and can provision servers without integrating with third-party vendors..”

Verified user

System administrator at a construction company with 11-50 employees

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“We didn't really test out anything else that I know of. When I came in, the decision had already been made. We have reviewed other solutions in the past, like Citrix but, again, we felt that the functionality that we needed was in this solution. For the price point and for the service, we just want to stick with Parallels..”

Jim Carlton

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IT Director at a energy/utilities company with 1,001-5,000 employees

“We previously used an older version of Citrix and decided that rather than upgrading to the later version, which would have been very expensive, we chose Parallels which offered a more economical solution. Basically, it was the most economical enterprise-ready solution available. There were other things out there that could have been used, but they couldn't do what Parallels does..”

-Jeremy Hallock

[Read full review](#) 

Datacenter Engineer at Freelancer

“We worked mostly with remote control. For support reasons, we remote control solutions. We also used RDP, but back then, it was quite rudimentary. It is an improvement over Microsoft RDP. Actually, it uses RDP in the background, but it is sleeker to use.

We are also working with Virtuozzo and Jelastic, and we are actually looking at combining them at the moment..”

JohanSkibdahl

CEO at Etcetera Networks

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ROI

Real user quotes about their ROI:

“It's hard to determine the return on investment for Parallels RAS as it depends on comparative gains from competitors' products. For Parallels Desktop, I haven't calculated ROI as the investment is not significant..”

JohanSkibdahl

CEO at Etcetera Networks

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Use Case

“My primary use case of this solution is to publish and make available applications for customers. I'm a customer of Parallels and a data center engineer and freelancer. .”

-Jeremy Hallock

Datacenter Engineer at Freelancer

[Read full review](#) 

“It's our financial software. From the server side, we got it set up and, for the most part, it has been working. I haven't really changed the configuration in some three years..”

Jim Carlton

IT Director at a energy/utilities company with 1,001-5,000 employees

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“We use the solution to access remote desktop applications. It helps us to have all our business applications in one place. We can also deploy as many desktops as required within hours. .”

AJ Hartenberg

Business Owner at Yada Group Services

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“We publish applications and our users are scattered across different geographical locations. So we install the client on the end-user's laptop and then we publish their applications..”

Devraj Dedhia

IT Analyst at a comms service provider with 5,001-10,000 employees

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“The primary use case of Parallels is to offer it to customers as a hosted service. I help them to migrate from other solutions like VMware to Parallels RAS. I recommend it to companies that prefer cost-effective, easy-to-setup solutions for remote workforce or branch office setups..”

JohanSkibdahl

CEO at Etcetera Networks

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup was a little bit complex because we were migrating from Citrix, but we got help from them all the time. The deployment took about two days..”

Verified user

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Solution consultant at a tech services company with 11-50 employees

“Setup was straightforward. Our particular use case involved an Active Directory forest involving two data centers and three domains. User authentication against Active Directory was the easiest to set up and validate of any application installed in the last three years..”

Verified user

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CIO at a healthcare company with 1,001-5,000 employees

“We had them assist us with the setup and I think that's important. When rolling out a product like this, the vendor should want to help implement, so it's implemented correctly. We used them to implement it, and that's the way it's been running since we started..”

Verified user

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Founder and CEO at a tech services company with 1-10 employees

“The initial setup was of medium complexity. We initially purchased a RAS server to provide more advanced load balancing capabilities between our remote desktop servers. This configuration was quite simple. We added another gateway server later and that was straightforward too..”

Christophe Jurdan

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System Engineer at a government with 1,001-5,000 employees

“The setup was pretty straightforward. In this environment especially, it's just two or three programs that we have that a lot of people need to use, so it was just getting it set up, installed the right way, and making sure that everybody was able to get connected. We made sure everybody could get the right client software. Then, upgrading software versions, we made sure we got that taken care of on everybody's computers, and went from there.

With a different client that I had set it up for, it was a little bit more complicated but that was the nature of their environment, not so much the software..”

Jim Carlton

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IT Director at a energy/utilities company with 1,001-5,000 employees

“If you don't have any experience with it, some of the setup was a little bit complex, but now that I've worked with it, thinking back about what was required, it doesn't seem so difficult. In a smaller environment, I think it's fairly easy to set up. Once you start to build out a little bit more, it can get a little complex. By small environment, I'm referring to an organization with one front-end server, one gateway and one or two applications.

We didn't have time to do any testing beforehand. We had to do immediate implementation. There was no knowledge at all of the product, so we were installing it without any background. It took several days at least to get things working. I was working 20-hour days for a month and I've forgotten the way things were going and what we did and how long it took. We were doing so many things at the same time, because we'd had a data center failure and a hack, and this was the way to get us back online. We carried out the deployment ourselves together with some Parallels' support. .”

-Jeremy Hallock

Datcenter Engineer at Freelancer

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Customer Service and Support

“The technical support by Parallels is quite good. For Parallels RAS, the support is rated eight out of ten. However, I haven't needed technical support for Parallels Desktop..”

JohanSkibdahl

CEO at Etcetera Networks

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“I would rate my experience with tech support as "middling" – difficult to open a ticket, and support is located on the opposite side of the world, so schedules don't mesh..”

Verified user

Systems Administrator at a construction company with 1,001-5,000 employees

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“The few times I have used tech support, they have been really good, quick response. They're really knowledgeable about the software and are able to find a solution and get it going for me..”

Jim Carlton

IT Director at a energy/utilities company with 1,001-5,000 employees

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“Technical support has always been great. They will work through any issue until it is resolved and have been very knowledgeable about their product. We have seen a number of issues we have raised over the years become features or fixes in the next update..”

James-Russell

Professional Services at a tech services company

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“We have not needed much technical support. We generally find what we need in the provided documentation or the user forums. When we have requested help, the response has been consistent with other vendors of this type (we are not on an expedited service plan)..”

Verified user

CIO at a healthcare company with 1,001-5,000 employees

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“Parallels' first level of support could probably be a little better, but their second and third level support is awesome. Very responsive, very good, very knowledgeable and very helpful. At the first level, their knowledge is just not up to what it needs to be to troubleshoot many issues. It might be different now, but at that time it was problematic for us..”

-Jeremy Hallock

Datacenter Engineer at Freelancer

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Other Advice

“I would recommend Parallels Desktop to others with similar needs. Also, if any improvements are needed, it might be to lessen the dependency on Microsoft.

I'd rate the solution nine out of ten..”

JohanSkibdahl

CEO at Etcetera Networks

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“I would recommend the solution to other users. Just one technical staff member is required for the solution's deployment and maintenance.

Overall, I rate the solution a seven out of ten..”

Timo Stubel

Senior Presales Engineer at CenterTools Software GmbH

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“To use it, it is important that you have a requirement to deploy on the cloud. It is not the right solution for on-premises deployments. It is the right solution for cloud deployments. It has a very affordable price and the highest capabilities. It is really good.

I would rate this solution a ten out of ten..”

Verified user

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Solution consultant at a tech services company with 11-50 employees

“I advise others to make the purchase decision for the solution depending on the requirements of their business applications. The solution provides ease of use and a secure environment. Also, it has integration with different types of OS like Mac, Windows, and Linux. In addition, it has good scalability of usage and reliability for uptime.

I rate it a nine out of ten..”

AJ Hartenberg

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Business Owner at Yada Group Services

“If you don't want to install it yourself, it is also available as a service from many providers. We're a reseller and an MSP, and we tell smaller customers that they can have it as a service as well.

I would rate [Parallels Remote Application Server \(RAS\)](#) an eight out of 10. It works, and it is fulfilling the function..”

JohanSkibdahl

CEO at Etcetera Networks

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“I would recommend having some type of consultant or architect, somebody with experience to know the best way to implement, because we did have to make a few changes after the fact, once we discovered some things. The documentation is pretty good. We didn't have the benefit of setting up a dev environment, but if somebody could, I would highly suggest they do that. If that's possible, I think in a pretty short space of time people would have the knowledge they needed to deploy it to production.

For what Parallels has given us and compared to the cost of other solutions, and the fact that it's stable, works well, does what we need and is secure, I rate it a 10 out of 10..”

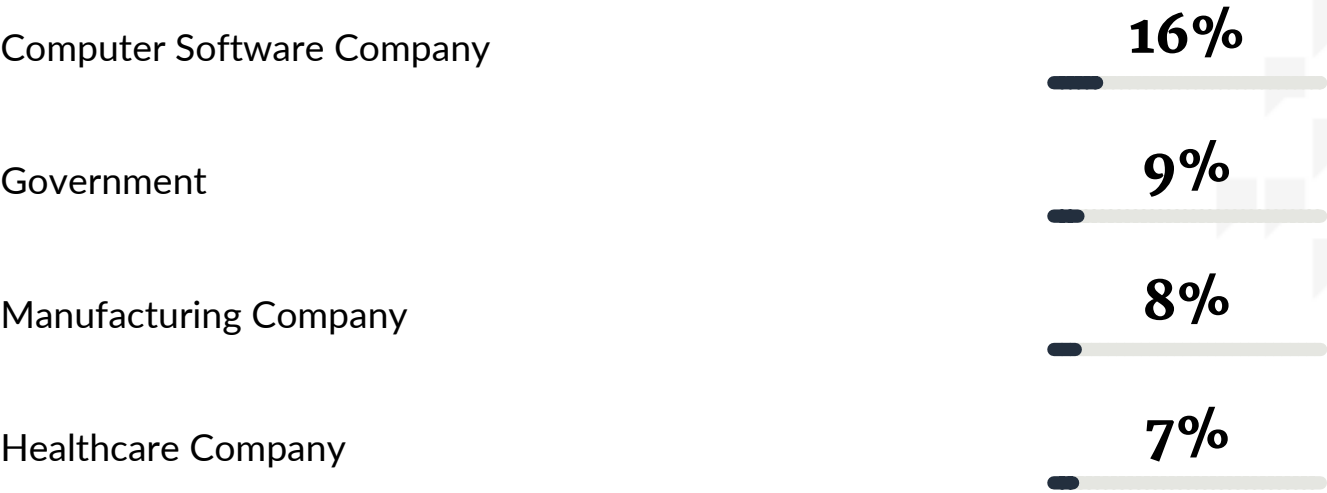
-Jeremy Hallock

Datacenter Engineer at Freelancer

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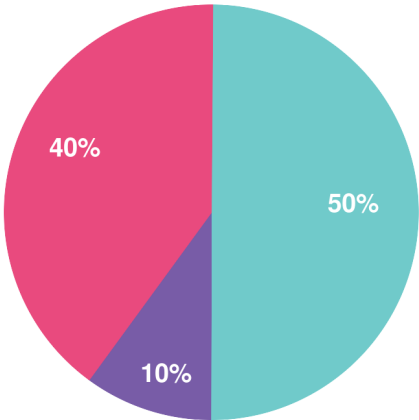
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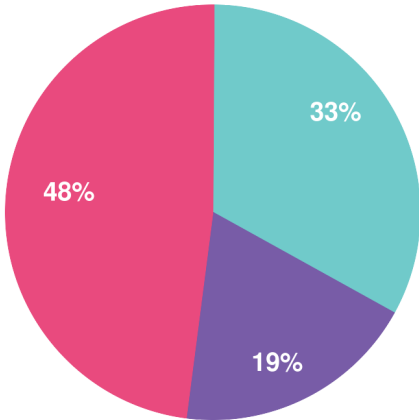
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Company Size

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