

# TSE Case Study

## Suffolk University



### BACKGROUND

Suffolk University is a private university in the heart of Boston offering full and part-time undergraduate and graduate programs. It includes three schools – Sawyer Business School, College of Arts & Sciences and Suffolk Law School. Suffolk University Sawyer Business School is internationally accredited in business and accounting by AACSB International and the National Association of Schools and College of Public Affairs and Administration (NASPAA). With a dual mission of preparing successful leaders in global business and public service, the Sawyer Business School offers full-time and part-time undergraduate and graduate degree programs in business administration, public administration and health administration. It also has the distinction of starting New England's first fully online MBA program in 1999.



### THE CHALLENGES

- To provide secure remote access to My Documents, shared network drives and software applications for faculty, staff and students, all in one web portal.
- To minimize licensing and support costs by centralizing application deployment, especially for research intensive applications.

### THE DECISION

**Propalms TSE was chosen for the following reasons:**

- To leverage already existing Windows infrastructure
- Since staffing was limited, a solution was needed that could be managed by existing staff without additional hires
- Needed a solution that was easy to install and maintain without lots of training. It had to have a “setup and forget” approach.
- Needed a simple interface (both for users and IT) at low cost.

“The Propalms TSE infrastructure allows us to effectively provision files and publish applications to our stakeholders. While there are many choices in the market, this one works for us now because it leverages our existing investments, is easy to use and easy to administer; all at a very low cost and with limited staff. It is key that the technology we select adapts to the organization's resources and not the other way around. “

**Dr. Praneeth Machettira**  
Director of IT

## THE DESIGN

- Server infrastructure is a mix of Windows HP Proliant physical servers and virtual servers running on VMware vSphere.
- TSE Server team includes Web, Application, Load Balancer and DMZ Single Port Relay servers providing internal and external access to applications to approximately 150 regular users.
- Applications include MS Office Suite, MS Project, MS Publisher, IE, Adobe Acrobat Professional, CRSP Sift, SAS Business Intelligence 9.1 and 9.2 , including access to My Documents and shared network drives.
- Locations served include the main Boston campus as well as faculty and staff who travel internationally. TSE is used both on campus and remotely by faculty, students and staff.

"Remote Access is a major and essential resource for me. I can do statistical analysis from home using SAS and use databases like CRSP. Otherwise, I would have to be in my office to do any research. I can also access the My Documents folder from home. It's very useful if you've forgotten a file at work."

**Robyn McLaughlin, PhD**  
Associate Professor of Finance  
Suffolk University

## THE BENEFITS

The foremost business benefit for the university has been the ability to provide remote access to specialized research applications for faculty and students at a very low cost. Research applications are expensive to license individually, so by acquiring an enterprise license, they were able to host on a central server and provide access to users both on campus and remote. Faculty love that they have the ability to conduct their research not only on campus, but from home or when traveling. Other benefits realized for IT are reduced application deployment time, simple management, and centralized troubleshooting instead of visiting user desktops.

The university worked with Tridex Systems, the US distributor of Propalms and has been using TSE since the first release. Tridex provided the expertise for setting up, training and ongoing support. Sawyer Business School has stayed with the product because it is so easy to manage, deploy and troubleshoot. They can provide a remote access system for their entire organization without adding additional staff. It also has a very simple interface for users, which is a huge benefit when trying to increase adoption among faculty.

## ABOUT PROPALMS

Propalms Limited is a global provider of application delivery secure remote access solutions for Terminal Services and Virtual Desktop Infrastructures. Delivering to Enterprises of all sizes we offer reliable, scalable and affordable solutions that simply work. Our belief is that application delivery solutions should be flexible, dynamic and above all, simple to use.

Propalms TSE is a complete Server Based Management solution that extends Microsoft Terminal Services (Remote Desktop Services) 2003 and 2008 / R2 offering features such as Application Publishing, Seamless Windows, Resource based Load Balancing, Simple Web based Management, Session Management, Server Health Monitoring, Reporting, Virtual IP, Single Port Relay, HyperPrint, Application Access via Desktop Shortcut, Windows Start Menu or Browser-based Application LaunchPad.

Contact Propalms for a free Evaluation or to schedule a product demonstration today!

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