

Humboldt Computer Company



“Parallels Desktop’s flexibility and cost make it the solution for those wanting a seamless, well-supported virtualization option, which demands little resources.”

- Jonathan Heysek, Senior Technician

Country
United States

Industry
Technology

Customer Profile
Humboldt provides PC repair, web development and technical support for Mac OS X, Windows and Linux operating systems.

Each person develops projects and tests website compatibility across multiple platforms and was therefore equipped with at least two dedicated machines at all times.

Constant switching between outdated PCs consistently stalled Humboldt’s web and production projects.

After switching to new Intel-powered Macs, Humboldt installed Parallels Desktop, which gave them easy access to the full range of development tools and operating systems.

Company URL
www.humboldt.cc

Situation

Humboldt Computer Company specializes in PC repair, network configuration, web development and technical support for OS X, Windows and Linux-based systems. Ready to network a home or small office, develop websites and assist those with everyday computer woes, the Humboldt tech team is committed to addressing customers’ needs as quickly and efficiently as possible.

With only a small field team to support such a wide range of services across an equally wide range of systems, each tech had to keep at least two computers with him at all times, making it nearly impossible to quickly switch between operating systems and easily share data across platforms. This inflexible working environment and lack of OS integration took a heavy toll on Humboldt’s web and project development, not to mention straining their limited IT infrastructure budget.

Ensuring cross-platform website compatibility meant constant, time-consuming switching between workstations. This was especially frustrating and detrimental to quick problem resolution when techs were unable to access the testing environments they needed when they needed them. “Spending several dozen hours developing a website only to have it appear broken on another platform is not an option,” said Jonathan Heysek, Senior Technician for Humboldt.

When one facet of the business suffered, so did the others. According to Heysek, “We couldn’t test website compatibility offsite, which slowed everything else down and even delayed projects.” Time spent switching between computers and moving data from one platform to another was time wasted instead of time spent helping clients.

To further complicate matters, Humboldt was using resource-intensive development applications and operating systems on legacy PC hardware, which only caused additional frustration and production delays. Efficiency was at a premium, and Humboldt was paying a heavy price.

Solution

Humboldt needed an integrated, flexible working environment and began by replacing its outdated equipment with new Intel powered Macs. However, the Humboldt team needed a cost-effective, stable, flexible, easy-to-use solution to maintain access to its critical Windows software and legacy PC operating systems.

They first explored Crossover, but program instability and software incompatibilities, as well as its inability to provide the full Windows and Linux environments necessary for accurate tech support and project development, made it a poor solution. They then tried Qemu and VMware to run Windows on Mac OS X, but neither solution had the required performance, stability and functionality for production.

Heysek’s friend recommended Parallels Desktop for Mac, whose wide range of OS support enables users to run the entire Windows family and most distributions of Linux, as well as legacy PC systems such as OS/2 and DOS, alongside Mac OS X without rebooting. After installing Parallels Desktop, the Humboldt team was immediately impressed with its ease-of-use, reliability, stability and performance; they knew that they had finally found their solution.

“Performance is always the issue with virtualization, and Parallels Desktop’s small footprint fits perfect,” said Heysek. “Before Parallels Desktop, there weren’t any real-time virtualization environments for the Mac that we would bet our business on.”

Benefits

Parallels Desktop’s stability, wide OS support and user-friendly features gave Humboldt the fully integrated working environment, including reliable access to the entire range of required operating systems, that it needed without using multiple machines. Unburdened by multiple workstations, the tech team can now quickly and easily create nearly any work and testing environments necessary for nearly any project. “We move so fast that Parallels Desktop became a vital part of Humboldt overnight,” declared Heysek.

Thanks to Parallels Desktop, Humboldt now has a fully integrated, flexible working environment and can now serve even more clients quickly and efficiently. “Parallels Desktop is the most flexible, strategic player in its field, which helps keep me ahead of the game,” stated Heysek.