

Quicksilver Software, Inc.

“Two words sum up Parallels Desktop: Easy and fast.”

- William C. Fisher, President

Country
United States

Industry
Technology



Customer Profile

Quicksilver develops some of the gaming industry's top-selling video and computer games for consumers, military training, and education.

Employees heavily favor the Mac platform because it can handle the workload that gaming development requires.

However, Quicksilver develops games for various platforms, and each employee used a Mac and a PC to ensure product compatibility and to access critical development software.

Using two PCs took its toll on overall productivity and efficiency because employees had to constantly switch between laptops.

When upgrading employees' Macs, Quicksilver IT deployed Parallels Desktop to give staff an integrated, flexible working environment.

Company URL
www.quicksilver.com

Situation

For more than 22 years, Quicksilver Software, Inc. has developed state-of-the-art strategy, simulation, and action/RPG games for a wide variety of platforms, including Mac, PC, Nintendo, and Sony. As a game development company, Quicksilver places a high demand on its equipment and strongly prefers Macs for their security, stability, high-speed performance, and built-in productivity tools such as Print to PDF and Mac Mail.

Although Quicksilver is highly Mac-centric, it also needed to ensure product compatibility with its clients' Windows environments. "...most businesses run on PCs, and [we] have to be compatible with the tools they use and the file formats they require," stated Fisher. Not only did Quicksilver developers have to ensure platform and file compatibility, they also needed access to key Windows development tools such as MS Visio, which did not have a Mac analog. To access the programs they needed and to ensure platform compatibility, each Quicksilver employee was equipped with two laptops: a Mac and a PC. Managing two workstations, especially while traveling, was incredibly inconvenient and hindered productivity.

Solution

When Quicksilver IT staff upgraded employees' Mac laptops to new Intel-powered Macs, they seized the opportunity to give employees a more flexible, integrated working environment and installed Parallels Desktop for Mac, which lets users run key Windows applications at the same time as OS X applications, onto each new Mac laptop. Employees now have easy access to the programs they need when they need them instead of constantly switching between dual machines.

Benefits

Able to run Windows on their Macs, Quicksilver employees immediately took advantage of several key benefits:

- **Increased Flexibility** Employees were impressed with Parallels Desktop's user-friendly features such as Coherence, which enables users to run Windows apps right on the Mac desktop. "I could have my Windows applications running right alongside my Mac apps, without rebooting," said Fisher.

As Parallels Desktop adds new user-friendly features such as SmartSelect, which enables users to open Windows files with Mac apps and Mac files with Windows apps, employees continue to use Mac and Windows programs even more interchangeably and seamlessly.

Using Parallels Explorer, users can now mount their Parallels virtual hard drives to their Mac desktops, meaning they can instantly access all of their files with absolute ease. "I love that my Windows file system is now mounted on my Mac desktop as a networked file system," said Fisher.

- **Easier Backups** Backing up Windows systems was time-consuming and cumbersome; however, Parallels Desktop made backup significantly easier and faster. "Backups are a snap. My entire Windows universe is just a file. If I need to archive my system, I just copy the single file to a safe location and I'm all set."
- **Safer Testing Environments** If a system upgrade or new software malfunctioned on a user's single PC, important data and files could be lost. Now developers simply create new, independent virtual machines and perform any upgrades or experiment with new software and configurations without risking their existing Windows PC.

- **Cost Savings** Accustomed to using the Windows version of Photoshop, an essential development tool, employees were able to install their existing Photoshop software on their new Macs without purchasing new versions of the key yet expensive graphics software.

- **Better Customer Support** Quicksilver's staff can now quickly recreate customers' Windows scenarios on a Parallels Desktop virtual machine, making it easier and faster to pinpoint and resolve problems. "I can resolve a Windows bug without ever using a Windows machine!" declared Fisher.

"My Parallels virtual machine boots as fast as my Windows laptop, if not faster. And when I reboot my Windows virtual machine, I don't lose time, because I simply switch over to Apple Mail and read email. It's very efficient."

- William C. Fisher