

VISTABILITY

FKA. CONTRA COSTA ARC

Support Agency for Intellectually and Physically Disabled Community in Contra Costa



ABOUT VISTABILITY:

- Founded in 1962
- Located in Martinez, CA
- Non-Profit Organization
- Over 1000 Members
- 13 Agencies in the County

ENABLING STAFF TO WORK REMOTELY IN A SNAP

Interview of Jack Riggen, IT Coordinator

VistAbility is a non-profit community-based organization whose mission is to enhance and enrich the lives of children with special needs and adults with intellectual and developmental disabilities, including autism, cerebral palsy, epilepsy, and similar conditions. Toward that end, the Agency provides direct services to support and advocate for the disabled community and their families in Contra Costa County.

Jack Riggen is the IT Coordinator for VistAbility, responsible for all IT related infrastructure development, maintenance, and troubleshooting.

In 2019, Jack was looking for a way to continue providing consolidated remote desktop services for the agency staff after Microsoft stopped supporting Windows 7. W10 RDS was not an option for their custom solution.

Then Covid-19 happened, and the need for staff to work remotely became urgent. This is when Jack discovered TSplus and its web-based remote desktop client that can be used from any web browser.

SIMPLE TO IMPLEMENT AND FITTING SMALL BUDGETS

TSplus is the low-investment and minimal complexity Remote Desktop solution!

As a one person IT department managing infrastructure for a non profit, Jack needed to find a solution that was cost effective and simple to implement and maintain.

He had been building and using Windows 7 based remote desktop servers for a number of years, but using a custom component for terminal services that became increasingly unreliable as Microsoft rolled out security updates that broke the component which allowed multiple concurrent remote desktop sessions on a machine.

When Jack was getting ready to start evaluating Windows 10 Remote Desktop, he came across TSPlus, which seemed too good to be true.

Not only does TSPlus provides the same multiple concurrent remote desktop sessions capability as his former "home-grown" solution, it does so with far better security, and provides a web based remote desktop access option which enables all the staff to work remotely!

"TSPlus is incredibly effective, easy to deploy and manage, and fits our budget perfectly. [It] has served us well so far, especially during the Covid crisis when the majority of our staff are working from home now."

- Jack Rikken, VISTABILITY IT Coordinator

Find them at vistability.org



VistAbility has installed TSPlus on all of its remote desktop virtual machines which are all hosted on bare metal hypervisors on site at each of the company's facilities. Each server is standalone and managed individually.

By providing a simple access option using a web browser, all the staff needs to get remote access from any internet connected computer is the custom subdomain URL for each site. No more need for remote desktop shortcuts.

TSplus has greatly simplified Jack's job. With centralized management and administration, he is no longer scrambling to coordinate troubleshooting of apps and hardware with a widely distributed staff.

More importantly, TSplus has allowed the staff to continue working, safely from home, using a familiar and SECURE interface to their desktop environment.

*"I would absolutely recommend **TSPlus** and **Advanced Security** for anyone looking to simplify and fortify their remote desktop infrastructure.[...]*

For anyone in my situation where low cost and minimal complexity are primary considerations, this is the product in which to invest."

VistAbility

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