

## CASE STUDY

Managed IT Services - Systems Integration

OPTIMIUM



Securely delivering remote application access, systems and services to New Caledonia businesses.



### CLIENT OVERVIEW

- **Sector:** Managed IT Services
- **Client:** [Optimum](#)
- **Need:** Stable, efficient remote servers and apps access solution.
- **Challenge:** Resolving server slowdowns and instability to ensure a smooth migration.
- **Solution:** [TSplus Remote Access](#), [2FA](#), & [TSplus Advanced Security](#)

### KEY STATS

- **18 servers**
- **90 concurrent users**
- **Region:** New Caledonia
- **6+ years** as TSplus reseller

### TSPLUS AT A GLANCE

- TSplus was founded in **2007**
- **5,000 resellers** worldwide
- **4 innovative products**
- Rated **4.8/5** by users
- **500,000 clients** across industries

TSplus is up to 80% more affordable than traditional remote solutions, making it ideal for businesses looking to optimize their IT budget without sacrificing quality or security.

### SUMMARY

Optimum migrated several Azure-hosted virtual machines to new on-premises servers as part of its modernization strategy to improve latency and reduce costs. During this migration, the company sought a simple yet robust remote access solution to fit its needs and diverse workforce.

TSplus was selected for its ease of deployment, flexible licensing and responsive support team, who helped fine-tune the setup for Optimum’s environment. Optimum leveraged TSplus capabilities to deliver secure application and server access through browsers and various clients across multiple networks and countries.

### ABOUT OPTIMIUM

Optimum is a managed IT and infrastructure services provider based in New Caledonia. Delivering reliable, performant and secure solutions tailored to its SMBs clients’ needs, Optimum supports a range of business-critical software: Sage accounting, commercial applications, document management platforms, proprietary industry-specific apps.

### CHALLENGES AND REQUIREMENTS

During the migration from Azure-hosted servers to local infrastructure, Optimum conducted tests to ensure TSplus would integrate smoothly with its systems and provide consistent user access. The team focused on optimization issues such as:

- Slow VMs after rebooting and system restores
- Updates failing to apply due to antivirus
- Display and scaling issues in browser-based access
- Intermittent app session issues
- Full desktop and assigned apps-only sessions conflicts

The aim was to ensure a stable and user-friendly deployment across different networks and devices, in alignment with Optimum’s internal security and accessibility standards.



## TESTIMONIAL

"TSplus is robust in its capabilities and was very adaptable to match our specific needs."

— **Guillaume Merien, Systems Engineer, Optimum**

## CASE IN ACTION

Optimum leveraged TSplus capabilities to deliver secure application and server access through browsers and various clients across multiple networks and countries with a better value for money solution than Azure. Optimum agents were able to call on TSplus support staff throughout the test phase, to work through display and user session issues, switch to the TSplus client and refine portal configurations.

## THE TSPLUS SOLUTION

The following solutions were implemented:

- **Display scaling + session adjustments:** HTML5 and TSplus client-based access.
- **Antivirus configuration fix** and other security settings, access control, identification, manual file recovery.
- **Web portal customization:** streamlined user access and improved server resource management.
- **Trial license extension:** TSplus extended the trial period to better support evaluation, testing and implementation.

## RESULTS

Via logging, tickets and ongoing exchanges throughout the setup and testing phase, the challenges identified before implementation were collaboratively resolved by Optimum and TSplus.

- **VM functionality:** Technical steps and product updates returned problematic servers to full performance.
- **User experience:** Switching to the TSplus client improved reliability and resolved display anomalies.
- **Application access control:** TSplus support eliminated security risks related to user access and app assignment.
- **Efficient support:** Prompt, ongoing engagement with TSplus engineers helped resolve complex issues and build client confidence.
- **Continued adoption:** Optimum tested across a 40-user scenario before full production deployment.

Through this collaboration, TSplus has become a cornerstone of Optimum's remote access ecosystem, delivering a strong balance of performance, simplicity and cost efficiency.

## CONCLUSION

Thanks to TSplus' responsive and technically adept support, Optimum resolved mission-critical deployment challenges and is well-positioned to deliver secure, remote application access to its customers. TSplus proved both flexible and robust in a demanding cloud-based environment, validating its value as a cost-effective Citrix alternative.



# START YOUR FREE TRIAL TODAY!

Need TSplus Remote Access?

[Download the free trial](#) on [TSplus.net](#) or [contact us](#) to discuss your needs.

