

CASE STUDY

IT Services – SaaS provider

CEI INFORMATIQUE

Equipping car parts and paint retailers with reliable and secure software tools and services.



CLIENT OVERVIEW

- **Sector:** IT Services - SaaS, software, development & maintenance.
- **Client:** CEI Informatique
- **Need:** Affordable Citrix alternative
- **Challenge:** Reliable scalable SaaS with robust security.
- **Solution:** [TSplus Remote Access](#) & [TSplus Advanced Security](#)

KEY STATS

- **47 servers**
- **1350 concurrent users**
- **Region:** France
- **10+ years** as TSplus partner

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

As a SaaS provider, CEI Informatique needed a cost-effective and flexible alternative to Citrix for delivering software and remote access to its clients. By adopting TSplus solutions, they achieved reliable application publishing and secure remote connections for dozens of servers, all while benefiting from responsive support and scalable licensing.

ABOUT CEI INFORMATIQUE

Founded in 1997, CEI Informatique is an IT services company (ESN/SSII) based in Cabestany (near Perpignan, France). They develop custom management software which they host at OVH Cloud. With around 40 servers in production, CEI purveys two major retail sectors across France: car parts stores and paint stores. In addition to software, the company provides IT maintenance, equipment installation and repair, and certified training for its clients.

CHALLENGES AND REQUIREMENTS

CEI needed a less expensive solution which would be as performant and reliable.

- **Cost efficiency:** Citrix was too expensive for CEI's deployment scale. They needed a simpler, more affordable solution.
- **Scalability:** Their SaaS offering required stable remote access across 40+ servers.
- **Security:** A ransomware module in a competing solution caused major instability, so reliable protection was essential.
- **Ease of use:** They wanted straightforward application publishing without unnecessary complexity.
- **Vendor support:** Reliable technical support was key to maintaining uptime and addressing issues quickly.



TESTIMONIAL

CEI Informatique found TSplus about a decade ago when looking for a cheaper alternative to Citrix. They are overall very satisfied with TSplus support services support as well as evolutions to products and portals.

CASE IN ACTION

When CEI faced performance issues with a ransomware protection module, the TSplus support team intervened quickly, identifying the source of the excessive resource usage and resolving the crashes. This responsiveness reinforced CEI's trust in TSplus and allowed them to continue scaling their SaaS operations with confidence.

THE TSPLUS SOLUTION

Secure remote access provision

- **TSplus Remote Access** enabled CEI to deliver applications to their retail clients via secure remote connections and simple application publishing. This partnership has perpetuated as CEI Informatique provide their ERP to more customers over the years.
- **TSplus Advanced Security** provided reinforced protection against cyber threats, with responsive troubleshooting from the TSplus team when early issues arose.

RESULTS

By implementing TSplus software over the years, CEI achieved:

- **Significant cost savings** compared to Citrix and other remote access providers.
- **Increased reliability** for application publishing across 40 servers used in production.
- **Improved security** after initial resource issues were swiftly resolved with TSplus Advanced Security.
- **Enhanced support experience** - CEI praised TSplus for its responsiveness and clear communication.

And they are looking towards potential broader product use. Noted interests are more advanced configurations and usage as well as exploring the TSplus alternative for remote assistance and support.

CONCLUSION

Long term collaboration

CEI Informatique leveraged TSplus to streamline its remote access and application delivery while keeping costs under control. From SaaS deployment to end-user support, TSplus has proven to be a reliable partner for CEI's business model. This has enabled CEI Informatique to serve specialized retail sectors across France with secure, efficient and affordable IT services.



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