

CASE STUDY

SaaS solutions – US Customs Brokerage

RB SYSTEMS



Successfully transforming desktop software into a Web-ready and reproducible AWS-hosted infrastructure, redevelopment-free.



CLIENT OVERVIEW

- **Sector:** US customs brokerage
- **Client:** [RBSystems Inc.](#)
- **Need:** publish existing desktop software as cloud services
- **Challenge:** cost of re-development
- **Solution:** [TSplus Remote Access](#), [2FA](#), [TSplus Advanced Security](#), [TSplus Remote Support](#) & [TSplus Server Monitoring](#)

KEY STATS

- **15 servers**
- **350 concurrent users**
- **Region:** Texas (USA)
- **11+ years** as TSplus client

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

RBSystems Inc. uses TSplus Remote Access to publish its desktop software as a cloud-accessible service. Instead of investing in a full native web redevelopment of its application, RBSystems chose TSplus to deliver its existing desktop environment through the HTML5 client. This helped the company reduce redesign costs, move toward a cloud-service model, and continue scaling its AWS-hosted infrastructure while maintaining a stable and reliable user experience.

ABOUT RBSYSTEMS INC.

RBSystems is a **privately owned business** based in Texas, USA. The company specializes in **US Customs Brokerage services** and operates in a highly regulated sector where accuracy, compliance and reliability are essential. They have been using TSplus Remote Access **since 2015**, after receiving a recommendation.

CHALLENGES AND REQUIREMENTS

When faced with a potential complete redesign of their software into a native web application, RBSystems knew this was a crucial step for their business.

Their main challenges and key requirements:

- Finding a secure, trustworthy and stable solution to move from **desktop software to cloud service delivery**.
- **Maintaining reliability in a regulated industry**.
- **Avoiding the cost and complexity** of a full software redesign.
- Supporting a **multi-server AWS-hosted** infrastructure.
- The structure and system needed to be both **reproducible and scalable**.

After considering different solutions, RBSystems found a different route when they were recommended TSplus.



TESTIMONIAL

"While considering a whole new re-design to our desktop software, we were recommended TSplus, and it has been a game changer for us. Allowing us to promote our software as cloud service and assisting us in reducing costs from our complete re-design, TSplus has been instrumental in our company's success in adapting cloud services. We are very satisfied with TSplus and look forward to their continued innovation as we consider them instrumental in our success."

— Alex Basurto, Support Dept Lead, RBSystems Inc.

CASE IN ACTION

Using TSplus Remote Access, RB Systems published its existing desktop application through the HTML5 client and delivered it as a cloud service from its AWS-hosted infrastructure.



THE TSPLUS SOLUTION

RBSystems Inc. tapped into the following potential of their TSplus software:

- The application publishing capacities of **TSplus Remote Access** allow them to make their own desktop software available as a cloud service.
- The process is reproducible with **minimal IT administration** overheads.
- **The TSplus Support team** has continued to support RBSystems in keeping its cloud-hosted Remote Access environment stable and operational while adapting desktop software delivery to an AWS-based cloud-service model.
- Over the years, RBSystems have seen items ticked off on their features wish-list by various **TSplus software improvements**, including licensing management and rehosting features.

RESULTS

Implementing TSplus software enabled RBSystems to:

- **avoid the high cost** of redeveloping their software;
- provides **secure stable remote access** to their customs brokerage software, primarily through the TSplus Remote Access **HTML5 Client**;
- currently run TSplus across **15 AWS-hosted servers**;
- contributes to **maintain stringent security standards**, meaning they can work serenely in a demanding context.

CONCLUSION

By their savvy implementation, RBSystems has used TSplus as a practical bridge between traditional desktop software and modern cloud service delivery. The company avoided a costly software redesign thanks to the TSplus web-enabling capacity. RBSystems Inc. are consistently operating across a 15-server AWS infrastructure and benefit from a **stable HTML5-based remote access solution** which they reproduce and reuse. TSplus turned out to be much more than a remote access tool. It has been a **strategic enabler** in RBSystems' transition toward cloud services and maintenance thereof.

START YOUR FREE TRIAL TODAY!

Need TSplus Remote Access?

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

