



Quest Recovery Manager for Active Directory Quickly Restores E-mail for 11,000 LandAmerica Employees, Delivering 200% ROI in Less Than a Day

LandAmerica Financial Group, Inc. is a leading provider of real estate transaction services with over 700 offices in the U.S. and worldwide. Incorporated in 1991, LandAmerica serves agent, residential, commercial, and lender customers.

When LandAmerica needed to integrate some 2,500 users into its 10,000-user Active Directory and Exchange 2003 environment due to an acquisition, it turned to Quest Migration Manager. During the migration, a simple configuration mistake cut all employees off from e-mail, Quest Recovery Manager for Active Directory quickly restored the working environment.

The Challenge

LandAmerica acquired Capital Title Group in 2006 and needed to integrate 2,500 new users into its Active Directory and Exchange environment. Tony Massa, a member of the operations team at LandAmerica, recommended LandAmerica use Quest Collaboration Services to integrate the global address lists (GALs) into one common GAL with a universal naming standard before beginning the migration process. This meant the old accounts would need to be disabled in order to re-establish them into a new organizational unit.

LandAmerica began the actual user migration with Quest Migration Manager, matching the users based on e-mail address. Unfortunately, the IT staff failed to exclude the new OU from the domain synchronization process—a simple mistake that had a huge impact on the environment. Every account tied to an e-mail address was disabled and renamed, including mail-enabled service accounts. No employee from LandAmerica was able to access e-mail. Massa and the IT operations staff immediately looked to Quest Recovery Manager for Active Directory to rectify the situation quickly.

The Quest Solution

Quest Recovery Manager for Active Directory offers a fast granular solution for online recovery. Comparison reports highlight what objects and attributes have been changed and deleted in Active Directory, enabling efficient, focused recovery at the object or attribute level.

LandAmerica had purchased Quest Recovery Manager for Active Directory primarily as a recovery tool to facilitate regulatory compliance and to recover accidentally deleted data. Massa was happy with its performance reverting erroneous changes. He explained, "On a number of occasions I've scripted changes for user accounts, and then somebody decided that they didn't want it changed or that it had a negative impact on other business processes. We've been able to use Recovery Manager for Active Directory to revert those changes back in mere minutes."

When the configuration error in the migration process disabled all LandAmerica's e-mail accounts, Recovery Manager for Active Directory was the best and only option. LandAmerica needed to restore Active Directory to a usable state as quickly as possible, but without losing all the valuable changes that had been made during the day in the course of normal business. Native tools were out of the question. An offline authoritative restore, Massa estimated, would have taken at least eight hours—plus significant travel time to get to a domain controller, since the operation cannot be performed from a remote location. As Massa put it, "We knew that Recovery Manager for Active Directory was really going to be our only hope."

"After Recovery Manager for Active Directory restored our user accounts and email functionality, appreciation for the product went through the roof. It's well worth the price tag. We calculated this one disaster resulted in approximately 200 percent return on investment in a single day."

—Tony Massa,
IT Operations Team,
LandAmerica

Overview

Headquarters

Glen Allen, Virginia

Services

Title insurance, lender services, and financial services

Critical Needs

To quickly restore e-mail functionality for all 11,000+ LandAmerica employees

Solution

Recovery Manager for Active Directory

Results

- Restored e-mail functionality to more than 11,000 users in less than 2 hours, saving hundreds of thousands of dollars
- Delivered 200% ROI in one day and additional ROI over time
- Provided executive comfort level to allow automated cleanup of user accounts in Active Directory
- Reduced software licensing costs by eliminating unnecessary accounts
- Reduced backup storage costs

The Bottom Line

Using Recovery Manager for Active Directory, Massa ran a comparison report that quickly identified all changes to user objects from the morning's backup, which revealed that 11,700 user accounts had been changed by the migration process. He was then able to restore user account and e-mail functionality to key operators and executive staff within minutes. After confirming that the recovery had worked properly for that subset of users, he restored the remaining user accounts in less than two hours.

Without Recovery Manager for Active Directory, e-mail would not have been functioning at the start of the next business day, costing LandAmerica hundreds of thousands of dollars. As Massa put it, "Recovery Manager probably returned 200 percent ROI in just that one day."

Recovery Manager for Active Directory more than paid for itself that day by enabling LandAmerica to restore e-mail functionality within hours. But Massa reports that Recovery Manager for Active Directory now adds value in new and previously unconsidered situations. The company is now able to delete unused user accounts on a regular basis, knowing that Recovery Manager will be able to restore them quickly if necessary. Massa explained, "We had 7,000 to 8,000 stale user accounts that were just sort of lingering because nobody wanted to delete them. We were afraid we might need them back. With Recovery Manager, we were able to trim 15 to 20 percent of our user accounts out of Active Directory because we know that we can recover them if we need to." Because many applications are licensed by the number of users in Active Directory, cleaning up the user accounts has resulted in measurable savings in licensing costs.

Massa also reported that a backup for LandAmerica using native tools requires 1.5 GB, while a backup from Recovery Manager for Active Directory needs only 400 MB—less than a third of the space. Because of those disk space savings, LandAmerica has been able to expand its backup window to six months, adding peace of mind that anything accidentally deleted can be recovered.

About LandAmerica

LandAmerica Financial Group, Inc. is a leading provider of real estate transaction services with over 700 offices and a network of more than 8,500 active agents. LandAmerica serves agent, residential, commercial, and lender customers throughout the United States, Mexico, Canada, the Caribbean, Latin America, Europe and Asia. LandAmerica has been recognized as number one in the mortgage services industry on Fortune's 2007 and 2008 lists of America's Most Admired Companies.

About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Quest provides customers with client management as well as server and desktop virtualization solutions through its subsidiaries, ScriptLogic, Vizioncore and Provision Networks. Quest Software can be found in offices around the globe and at www.quest.com.

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