



A Leading National Health Insurer Chooses Quest Software to Protect Active Directory

The Challenge

This leading national health insurer quickly recognized that the structure and critical role of Active Directory in the enterprise dictated a comprehensive approach to backup and recovery.

“Active Directory is part of our core infrastructure, and we had to ask ourselves what would happen if data got lost,” said Larry Brandolph, infrastructure technology manager. “We are planning for new applications that require schema extensions. Before we moved forward with those applications, we identified two requirements for our Active Directory backup system: online recovery and object-level recovery. Native tools do not provide those capabilities and, while we use tape backup, what about all the transactions since the last backup?”

Choosing Recovery Manager for Active Directory

“Quest Software truly has a unique solution to the challenge of protecting Active Directory,” said Brandolph. “Quest gave us exactly what we were looking for: online, granular recovery of Active Directory. It came down to a choice between the native tools, which gave us 12- to 24-hour response time, and Quest, which gave us 10-minute response time. It was a pretty easy choice for us.”

Before deploying Recovery Manager for Active Directory, Brandolph took it into the lab for testing. “We ran a variety of simulations on the types of situations we thought we might encounter, and the product performed flawlessly,” Brandolph said. “In one test we simulated the accidental deletion of an entire OU with 5,000 objects. We were able to restore it in less than 27 minutes, and that was across the wire. We were able to restore individual objects in minutes.”

The Quest Solution

Recovery Manager for Active Directory enables the fast recovery of Active Directory, System State, and Group Policy data in the event of corruption or inadvertent modification. The product maintains a historical repository of data and offers remote, online, granular restore options to repair the entire directory, a portion of it, or a single directory object or object attribute. It delivers near-zero downtime through its unique ability to perform online, granular restoration of data. Individual directory objects or object attributes can be restored from backup without taking domain controllers offline or impacting users on the network.

Recovery Manager for Active Directory also supports troubleshooting and change analysis through comparisons of backups with the live Active Directory, including granular comparison of directory objects at the attribute level.

Protecting Active Directory

Following testing, Recovery Manager for Active Directory was deployed across the company’s 300 locations on all domain controllers.

“We had some concerns about bandwidth because we wanted to centralize the backup repository, instead of having it spread across the field. The product does an excellent job managing bandwidth so that has not been an issue,” said Brandolph.

Brandolph was also impressed with the product’s Group Policy features and the control it provides over agents. Group Policy Objects (GPOs), along with links and permission settings, can be restored remotely using a backup of a domain controller’s System State. Additionally, GPOs can be migrated from one domain to another, eliminating the need to reconfigure GPOs.

“We were able to restore individual objects in minutes.”

— Larry Brandolph
Infrastructure Technology Management
(ITM) Team Leader Distributed Platform

Overview

Project Highlights

- Quest delivers unique solution to Active Directory protection
- Online recovery of Active Directory objects enables deployment of new Active Directory-dependent applications with confidence
- Directory objects can be restored in minutes as compared to hours or days using native tools

Customer Network

- 27,000 users
- 2,800 servers
- More than 300 locations
- Online, granular recovery of Active Directory objects
- Bandwidth requirements for data collection
- Central backup repository for more than 300 locations

Solution

Recovery Manager for Active Directory

“The product gave us control over the agents so we could tailor data collection to our requirements,” said Brandolph. “I wouldn’t want to try and manage Active Directory without this product. We had some situations where users were deleted accidentally, and we were able to not only restore the object, but ACLs as well. That saves a lot of time.”

Working With Quest

“Quest has provided excellent service as well,” added Brandolph. “They were very responsive whenever we had questions. In addition, they have been very receptive to our suggestions for new features. They really listen to their customers and use the feedback they get to continually improve their products.”

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com.