



Tyco Healthcare Speeds Recovery Time by More Than 75 Percent with Recovery Manager for Active Directory

The Challenge

Tyco Healthcare is a very large, centralized company; however, it has remote sites that need to have the ability to manage their own organizational units (OUs). With Active Directory 2003, inherent in that administrative power is the ability to add users, groups, and computers to OUs as well as delete or move entire OUs. Having this kind of administrative control over an OU also means there is a possibility for unexpected error or disaster to occur.

"In Active Directory, there is undo functionality, but if someone doesn't realize that they inadvertently moved or deleted an OU, and that change gets replicated, all those user/computer accounts get deleted with it," states Joe Davis, senior architect. "The minute that happens, our users can no longer log on to the domain, and we start to incur a significant hourly financial loss. That is not an option. We needed a way to quickly recover data without bringing our domain controller offline."

The Quest Solution

Recovery Manager for Active Directory provides wizard-based procedures for recovering Active Directory. Individual directory objects, object attributes, or the entire Active Directory database can be restored remotely. This solution also offers a feature that is unique in the market: online, granular restore. Individual directory objects or object attributes can be restored from a backup without taking domain controllers offline or impacting users logged on to the network.

"With Recovery Manager, just a couple clicks return us to exactly the state we were prior to the deletion – without taking our domain controller offline. It is fast, and it eliminates the guesswork typically associated with a traditional object recovery," said Davis.

Why Quest

"Quest Software is the only company that offers a product like Recovery Manager for Active Directory. Recovery Manager takes an otherwise cryptic and time-consuming task and makes it very simple and rapid." Davis continues, "The sales team and technical support team have been great. They are very knowledgeable, and comprehensively answered all of our questions."

Business Benefits

Tyco Healthcare has been thoroughly impressed by Recovery Manager's speed. In comparing the speed of recovery processes pre- and post-Recovery Manager, Davis states, "The last time I did an authoritative restore on a domain controller, it took approximately four hours to figure it all out and get it done correctly. Recovery Manager allows us to complete that operation in literally 10 minutes. It improves recovery time by at least 75 to 80 percent."

And, the company found Recovery Manager to be extremely useful when one of its remote sites in Puerto Rico completely lost its domain controller due to a series of hurricanes that had just hit the area.

Davis comments, "Recovery Manager allowed us to remotely connect to the domain controller and restore it with a graphical user interface (GUI). All we had to do was give Recovery Manager

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— Joe Davis
Senior Architect
Tyco Healthcare

Overview

Solution

Recovery Manager for Active Directory

Business Benefits

- Ensures rapid access to deleted data
- Eliminates travel and costs associated with remote site recovery

Technology Benefits

- Enables secure, equitable workload distribution across the recovery team
- Provides administrator-friendly recovery process
- Supports granular recovery
- Stores an account's security identifier history

the machine name, type in the user name and password for restore mode, and hit 'next.' Recovery Manager will restore the domain controller while it is still online."

Technology Benefits

There were several technical benefits that Recovery Manager brought to Tyco Healthcare, one of which was its ease of use, which enables a more appropriate and even workload distribution.

"With Recovery Manager, someone with a basic understanding of recovery can easily restore within Active Directory. Because of this, we can grant access to our resources in the respective server groups so that they are able to participate in recovery," states Davis.

One of the primary components of Recovery Manager that makes it so easy to use is its user-friendly GUI.

"Basically, Recovery Manager for Active Directory took a command line procedure and made it into a user-friendly procedure that very easily enables us to restore an OU, a site, or a user object. It significantly decreases the time it takes to restore an object and can bring a site back online in minutes as compared to hours."

And, recently, when a very important account was inadvertently deleted, Tyco Healthcare turned to Recovery Manager for the solution. Davis elaborates on the situation:

"Recovery Manager for Active Directory not only recovers a specific account, it tells us the security identifier (SID) of the account. Recently, an account that was used to start a service on a very important validated system was inadvertently deleted, cutting off access to a very important application. Rather than recovering the account, the tech decided to re-create the account, which served to muddy the waters. We immediately turned to Recovery Manager. We used Recovery Manager to look at the SID history, and based on that information, we were able to successfully restore from the correct date. Recovery Manager saved the day."

About Tyco Healthcare

With 38,000 employees worldwide, Tyco Healthcare is a leading manufacturer, distributor, and servicer of medical devices. Its portfolio of products includes disposable medical supplies, monitoring equipment, medical instruments, and bulk analgesic pharmaceuticals, sold under such names as Auto Suture, Kendall, Mallinckrodt, Nellcore, Puritan Bennett, United States Surgical, Valleylab and others.

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.