



## Global Telecommunications Provider Saves More Than \$1.2 Million with Quest® Compliance Suite for Windows

A global telecommunications provider, with 45,000 users and 4,000 servers, has saved more than \$1.2 million on its compliance initiative by using Quest Reporter, InTrust, and Quest InTrust Plug-In for Active Directory. Together these products make up the Quest Compliance Suite for Windows, which baselines, tracks and alerts on access to critical data.

### The Challenge

The customer was due to be audited in two months to ensure its compliance with Sarbanes-Oxley (SOX). Prior to this audit, the company's compliance team had taken steps to secure business management requirements but was unsure of how SOX would affect the IT department or how to ensure successful audits in the future.

In addition, the customer was using manual processes and procedures to compile the required information for the audit. In their first year, they were 35 percent over budget for compliance. They needed a solution that could help them stay within budget and provide an immediate ROI while keeping their existing architecture in place. Quest Software was brought in to assess their requirements and offer recommendations for meeting them.

### The Quest Solution

Quest shared best practices from customers who had also faced compliance issues. Once a proof-of-concept (POC) had been completed and agreed upon, the customer purchased Quest Compliance Suite for Windows. The following features met the customer's requirements and helped achieve the desired ROI:

#### *Automated report processing*

The customer had five people responsible for gathering and distributing information, including data from Active Directory. It had taken weeks to gather the information and put it into a readable format. Despite the time spent, the customer was concerned that they were not retrieving all necessary data; user accounts, group memberships and permissions changed constantly.

Quest Reporter was installed and began collecting the necessary data to baseline the customer's directory and prepare for their audit. The data included information on users, groups, policies, permissions, and servers. Data collection was scheduled to run on a nightly basis and reports were automatically generated as scheduled. The customer estimated that automating these processes would save them up to \$120,000 per year.

#### *Efficient storage management*

Once the baseline was adjusted to meet both internal and external recommendations, InTrust and InTrust Plug-In for Active Directory were used to track user and administrator activity to ensure proper use of privileges.

The company chose to retain its audit data for two years. They had estimated the need for five terabytes of disk space. InTrust enabled the customer to reduce the size of this data by a 40:1 ratio. This meant that storage requirements were now lowered to around one terabyte, providing an estimated savings of \$600,000 per year.

#### *Intact administrative boundaries*

Careful planning for the rollout of InTrust and InTrust Plug-In for Active Directory helped the customer determine appropriate administrative standards. It was decided that each region of the global organization (North America, Europe, and Asia) would have its own InTrust and InTrust Plug-In for

### Overview

#### Services

Global telecommunications service

#### Critical Needs

Solution that could help the company stay within budget, provide an immediate ROI, and keep existing architecture in place

#### Solution

Quest Compliance Suite for Windows

#### Results

- More than \$1.2 million in annual cost savings
- Improved application and systems management through native auditing

Active Directory servers and would store data in both a repository and a database. This allowed them each to provide reports to local management and also roll up their data to one enterprise repository at headquarters. The overall business could run reports against the entire enterprise, while retaining administrative boundaries.

Their other option would be to merge SQL databases, which was time-consuming, required a large amount of bandwidth and wouldn't allow them to update information at headquarters. They estimated that the InTrust products would save them about \$300,000 annually on bandwidth usage, monitoring, and time.

#### *Real-time violation alerts*

The next step was to set up real-time rules for group membership changes, account lockouts, changed user rights, cleared event logs, stopped InTrust collections, and changed audit policies. Real-time rules for file/object access, user permission changes to files and folders, and local administrator group changes were established at the local levels. Each rule had associated action-enabled scripts. After three months, the customer estimated that real-time rules had reduced the number of help desk calls by 30 percent each month. Most of these calls were due to account lockouts, which, in the past, had required a full-time person to look into each instance. The customer estimates their savings in this area to be about \$100,000 per year.

#### *Ad-hoc reporting for forensic purposes*

The company required the ability to run ad hoc reports based on immediate inquiries from management. Often these queries were user-based, meaning that management had been made aware of some odd user behavior and wanted to track the activities for a specified time period. This organization employed two people specifically for this task. In addition to gathering all the audit logs needed for the investigation, they had to filter out unwanted data and produce a meaningful report for management. Audit logs were sometimes lost due to rollover, turnover, or were irretrievable due to the large amount of data located in disparate locations and servers.

With InTrust and InTrust Plug-In for Active Directory, the customer now has the ability to collect, store, consolidate and report on this data – often in 30 minutes or less – for an estimated savings of about \$100,000 per year.

## The Bottom Line

The rollout of the Quest Compliance Suite for Windows created more than \$1.2 million in annual cost savings as estimated by the customer. These Quest products remain live in the customer's production environment. They continue to realize benefits as departments make new use of their functionality, including application and systems management through native auditing.

## 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 100,000 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 and Vizioncore. Quest Software can be found in offices around the globe and at [www.quest.com](http://www.quest.com).

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