



Even Insurance Companies Need AD Recovery Insurance

Skandia enjoys peace of mind with Active Directory disaster recovery solutions from Quest.



“The virtual lab in Recovery Manager for Active Directory – Disaster Recovery Edition makes it much easier for us to test and improve our disaster recovery process.”

Johan Lindahl, IT Infrastructure Specialist, Skandia

CUSTOMER PROFILE

skandia

Company Skandia
Industry Insurance
Country Sweden
Employees 2,000
Website www.skandia.se

BUSINESS NEED

Skandia had worked closely with Microsoft to develop the most effective disaster recovery strategy possible using native tools and manual processes. But with threats becoming more sophisticated and its IT environment increasing in complexity, the company knew it needed an automated DR solution to truly ensure business continuity.

SOLUTION

With Quest® Recovery Manager for Active Directory – Disaster Recovery Edition, Skandia has peace of mind, knowing it can quickly recover from anything from a single errant change to a full-fledged disaster. A virtual lab simplifies testing and refinement of the DR plan, further reducing risk.

BENEFITS

- Provides peace of mind with quick, reliable Active Directory recovery
- Dramatically speeds restore operations and reduces the risk of human error
- Ensures business continuity with fast restores at every level: object, attribute, directory and operating system
- Enables easy, thorough testing of disaster recovery plans and procedures

SOLUTIONS AT A GLANCE

- Microsoft Platform Management

Skandia has been in the business of financial security for generations, offering pension and health insurance that enables customers to build the foundation for a safe retirement and stay healthy along the way. Therefore, it's no surprise that the company understands the importance of IT insurance as well — knowing that they can recover promptly from any issue with Active Directory, whether it's a single errant change to Group Policy or a full-scale disaster. To get that peace of mind, the Skandia relies on Quest® Recovery Manager for Active Directory – Disaster Recovery Edition.

“On occasion, someone will delete one or more AD objects, and Recovery Manager makes it easy to recover those objects very quickly.”

Johan Lindahl, IT Infrastructure Specialist, Skandia

Founded in 1855 as a small fire and life insurance company, Skandia was one of just seven firms listed on the Stockholm Stock Exchange when it opened in the 1860s. Today, Skandia is one of Sweden's largest insurance and financial services groups and serves nearly two million customers. As a customer-owned pension and health insurance company, Skandia eschews the focus on quarterly earnings that's common in the industry in favor of the long-term thinking required to be a truly responsible and stable financial partner.

MANUAL RECOVERY USING NATIVE TOOLS IS SLOW, DIFFICULT AND ERROR-PRONE.

Skandia has always made it a priority to have a solid Active Directory disaster recovery plan. Years ago, the IT team worked closely with Microsoft to develop, document and test a clear DR strategy. However, that plan was built on manual procedures and native tools, which necessarily entails a number of serious drawbacks.

As Johan Lindahl, IT infrastructure specialist at Skandia, notes, “Almost everything had to be done manually. Sometimes it was not even possible to copy and paste the required commands, so we had to enter them manually. That process is highly prone to error by the operator — especially when you're in a very stressful situation like a disaster recovery. If we missed something or made a mistake, we might have to start over from the beginning. Plus, it's hard to even test your DR process if you have only the native tools; it's difficult and takes a lot of time.”

AS THREATS GET MORE SOPHISTICATED, RISK SKYROCKETS.

Skandia fully understood the high risk inherent in not having a validated DR plan that could be executed quickly and reliably. Both senior management and the IT team were acutely aware of how quickly the threat landscape is evolving and the critical importance of Active Directory to the company's operations.

“We have always paid close attention to the security threats we face and stayed informed about other companies that have suffered data breaches and other security incidents,” says Lindahl. “We have three Active Directories, and if one of them got compromised, the impact could be huge; it could even bring the production environment to a standstill. We wanted to have the best possible solution in place to be able to recover quickly in case we ever needed to.”

AUTOMATION IS CRITICAL TO GAINING PEACE OF MIND.

Accordingly, the IT team began looking for a solution that would automate the recovery process to make it both faster and more reliable. After careful analysis and testing, they chose Quest Recovery

PRODUCTS & SERVICES

SOFTWARE

[Recovery Manager for Active Directory – Disaster Recovery Edition](#)

Manager for Active Directory. This proven solution enables you to pinpoint changes to your AD environment at the object and attribute level, so you'll know exactly what happened, who is impacted and what to roll back. Then you can quickly recover the data, whether you have an on-premises AD, Azure AD or hybrid AD environment.

After using Recovery Manager for Active Directory successfully for several years, Skandia decided to invest in the even broader functionality provided by Recovery Manager for Active Directory – Disaster Recovery Edition. This edition enables you to quickly restore your AD at the object, attribute, directory and operating system level, across the entire forest. Plus, you can easily create a virtual lab using production data to test your disaster recovery plan.

The Quest DR solution was an easy choice, according to Lindahl: “There aren't too many tools that are competitive with Recovery Manager, but we compared one other product. The Quest solution was more complete and met more of our needs; the other tool didn't have nearly as many features. Plus, Recovery Manager is rated much higher by reviewers.”

THE VIRTUAL LAB MAKES IT EASY TO TEST AND IMPROVE A DISASTER RECOVERY PLAN.

Implementing the solution was straightforward, and, thankfully, Skandia has not suffered a failure or attack that required the full power of the product. However, they are even more confident of their ability to recover from a disaster, thanks to its virtual lab.

“The virtual lab in Recovery Manager for Active Directory – Disaster Recovery Edition makes it much easier for us to test and improve our disaster recovery process,” notes Lindahl. “We did a test restore of our main Active Directory and got that working, so we feel confident that we're prepared for an actual incident. The

virtual lab automates a lot of tasks, so it makes testing our DR plan much easier.”

QUICK GRANULAR RESTORES ARE ALSO ESSENTIAL TO THE BUSINESS.

Of course, like any organization, Skandia does sometimes experience smaller issues that require a more targeted AD restore. “On occasion, someone will delete one or more AD objects, and Recovery Manager makes it easy to recover those objects very quickly. It is very good for day-to-day tasks as well. For example, if someone does something that erases too much in Active Directory, we can very easily find out what was deleted during a particular time period and restore that immediately using Recovery Manager.”

A TRUSTED PARTNER IS AS IMPORTANT AS A GOOD TOOL.

In addition to the value of the Recovery Manager solution, Skandia also appreciates its partnership with Quest. “We have a lot of confidence in the technical support and sales teams at Quest,” Lindahl says. “We've always gotten very good help, and our questions have been answered without hesitation.”

In fact, Skandia has been so satisfied with both Quest and Recovery Manager that they have expanded their portfolio of Quest solutions. In particular, when the IT team had to complete an Exchange Online migration as part of a divestiture, they chose Quest On Demand Migration to simplify and streamline the process.

ABOUT QUEST

Quest provides software solutions for the rapidly changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid data centers, security threats and regulatory requirements. Our portfolio includes solutions for database management, data protection, unified endpoint management, identity and access management, and Microsoft platform management.

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