



Quest®

# Amway averts millions in potential losses with Recovery Manager for Active Directory

**Amway**

Country: **United States**

Employees: **20,000**

Industry: **Retail and wholesale**

Website: [www.amway.com](http://www.amway.com)

Founded in 1959, Amway is one of the largest direct-selling companies in the world. Amway offers consumer products and business opportunities in more than 80 countries and territories worldwide, primarily in nutrition, beauty, personal and home care. To ensure quick and reliable recovery of its global Active Directory forest in case of disaster, Amway turned to its trusted partner, Quest.

**“We have peace of mind, knowing that our global data is protected and safe with Recovery Manager for Active Directory, even though we haven’t had to use it for a while.”**

*Marc Denman  
Senior Systems Support Specialist, Amway*

## About this case study

Amway’s IT infrastructure includes more than 3,000 servers in the U.S. and Asia. To meet its evolving business needs, the company needed to consolidate its multiple Active Directory (AD) forests and implement a disaster recovery solution for its systems.

## Solution

Already a user of Recovery Manager for Active Directory, the company decided to upgrade to Quest’s automated AD forest recovery solution. This solution can restore an entire AD forest to a point in time before the directory became corrupt in a simple, automated fashion.

## Benefits

- Minimizes potential revenue losses of millions of dollars from AD downtime
- Enhances ability to recover AD forests
- Improves recovery capability because of a self-documenting plan for AD restore

Amway has a large, global IT infrastructure that includes more than 3,000 Windows-based servers housed in data centers in the U.S., Malaysia and China. AD on the front end and Oracle on the back end help support around 20,000 users. Following industry best practices, the original AD environment included multiple forests. However, to better meet its evolving business needs, Amway decided to consolidate those multiple AD forests into one global directory for the entire enterprise. Naturally, that directory, with more than 100,000 objects, is critical for the business.

Amway required a disaster recovery solution that would enable fast and reliable recovery of the entire global directory.

### **Years of proven performance**

Amway had been using Quest Recovery Manager for Active Directory for several years before the decision was made to consolidate to a single AD. “Like any company, we have to occasionally restore objects that might have been inadvertently deleted by accident,” explains Marc Denman, senior systems support specialist at Amway. “By enabling us to restore objects very quickly, Recovery Manager for Active Directory had proven itself to us over several years. So when we determined we were going to be combining the entire globe into one directory, we naturally looked at [Quest’s automated AD forest recovery solution].”

In case of disaster, Quest’s automated AD forest recovery solution can restore an entire Active Directory forest to a point in time before the directory became corrupt. The recovery process is fast and easy because it is automated: The tool selects unaffected backups, quarantines the damaged environment, and automates the manual steps required to facilitate a quick and successful domain or forest recovery. There is no need for physical interaction at each domain controller, as is required when using native tools. By speeding recovery time significantly, an organization can preserve revenue and productivity with Recovery Manager.

## **The tight relationship Quest has with Microsoft added to our confidence in Recovery Manager for Active Directory.**

*Matt Behrens,  
Manager of Windows-based server  
support and virtualization, Amway*

“Since the process becomes automated, we could recover far more quickly in the event of a disaster using the Quest solution,” Denman says. “We have peace of mind, knowing that our global data is protected and safe with Recovery Manager for Active Directory, even though we haven’t had to use it for a while.”

Amway was impressed not only with the solution’s functionality, but also with the company behind the solution. “As a company, Amway positions itself with the people who are premier or platinum partners with our operating systems stack,” says Matt Behrens, manager of Windows-based server support and virtualization at Amway. “The tight relationship Quest has with Microsoft added to our confidence in Recovery Manager for Active Directory.” In addition, after years of firsthand experience across a broad array of tools, Amway knew that it could count on great support. “We were already using a number of Quest products, including GPOAdmin, Change Auditor for Active Directory and Migration Manager for Active Directory,” Denman says. “We have been happy with the support.”

### **A new level of ease and protection**

Amway now has the assurance it needs should disaster strike because of Recovery Manager. “If our Active Directory were to go down, the costs would be astronomical,” explains Behrens. “In a worst-case scenario, we could lose millions of dollars of sales if our websites were down. In addition, employee productivity would suffer tremendously. Now, we have an assurance that if everything were to go wrong, we would be back in business in no time, thanks to Recovery Manager.”

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In addition, Amway has used Quest’s automated AD forest recovery solution to help document its disaster recovery process. “The Recovery Manager recovery plan is almost a self-documenting plan for execution,” says Denman. “You can print out the steps from the tool. I could hand that document to another colleague, and it would give them a quick overview of the steps that must take place when executing a forest-level recovery.”

Installing the solution was quick and easy. “Implementation was quite painless and seamless because we had help from Quest Services,” reports Denman.

### **About Quest**

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.