

## MGM MIRAGE Chooses Quest to Ensure Critical Communications on Day Zero of Merger

MGM MIRAGE is one of the world's leading and most respected hotel and gaming companies. It owns and operates 24 properties located in Nevada, Mississippi, and Michigan, and has investments in other properties throughout the U.S. and the United Kingdom. With over 70,000 employees, its 24 destinations are renowned for their winning combination of quality entertainment, luxurious facilities, and exceptional customer service.

In 2004, MGM MIRAGE acquired Mandalay Resort Group, growing the organization and increasing the number of employees by 75 percent. With this growth from the acquisition, MGM MIRAGE had to find a solution to their critical e-mail requirements during the merge. They looked to Quest Software, Inc. for that solution.

### The Challenge

"Our company, MGM MIRAGE, acquired Mandalay Resort Group," said Laura Fucci, Chief Technology Officer and Vice President of Information Systems. "We were going from 40,000 employees to 70,000. We had a business requirement to enable e-mail communication between the two companies on day zero of the acquisition, so that we could continue with our merger initiatives." E-mail is a critical application for the organization's day-to-day business operations. MGM MIRAGE owns several properties, and employees need to be able to find people within the organization quickly. "We went from 11 to 24 properties," Fucci explained "Just trying to figure out where somebody is located could be a task."

"We needed global address list (GAL) synchronization and free/busy calendar information immediately," said Susan Conkey, Email Systems Manager. "We also wanted a solution that was automated – we didn't want to have to deal with manual synchronization on this large a scale."

"From the top executives all the way through, we were getting questions about when we could send and receive e-mails to the 'other' company," said Fucci. "So, clearly, communications is a key factor to ensuring the cultures come together and ensuring our business practices merge." With these challenges, MGM MIRAGE needed to engage a vendor that they could depend on.

### The Quest Solution

Knowing the stringent business requirement of the merger to have e-mail communications available immediately, MGM MIRAGE turned to Quest.

"We had experience with other Quest products, which gave us some comfort level with the reliability of their product offering," said Fucci. MGM also uses Spotlight on Active Directory, ActiveRoles Direct, Reporter, Password Reset Manager and Quest migration tools.

MGM MIRAGE knew about Collaboration Services and the benefits for the product to any organization going through a merger. Collaboration Services provides free/busy and GAL synchronization while maintaining security isolation between Exchange organizations, eliminating time-consuming manual updates to the GAL.

"One of the greatest things about Collaboration Services is the ability to get it all installed, configured and ready so that literally all you have to do is turn it on the instant you're ready," said Conkey. "We got a go-ahead at about 10 a.m. that Monday, and we were able — on both sides of the organization — to just turn it on and see it work immediately. That was one of the great things about the product – once you have it all ready to go, it's just like flipping a switch."

### Overview

*"We had a business requirement to enable e-mail communication between the two companies on day zero of the acquisition. We needed GAL synchronization and integration between our Exchange organizations, and we needed to see free/busy in our calendars. We got that with Quest Collaboration Services for Exchange."*

Laura Fucci,  
Chief Technology Officer and Vice President  
of Information Systems,  
MGM MIRAGE

### Headquarters

Las Vegas, Nevada

### Critical Needs

A solution that enables merging organizations to securely send and receive e-mails using a common global address list (GAL), allowing them the time to properly plan their Exchange migration

### Solution

Quest Collaboration Services for Exchange

### Results

- Collaboration Services allowed GAL and free/busy integration the first day after the merger was finalized
- Collaboration Services synchronized communications automatically, freeing the IT team to focus on other business-critical projects



"It is important to understand what your requirements are," said Don Ikhtiari, Director of Systems Engineering. "If your calendaring is critical to your organization, and if your GAL synchronization is critical, then clearly there's a benefit to using Collaboration Services."

"We also used Quest Professional services to kick start this project," said Ikhtiari. "We're comfortable with the standard procedures that Quest uses whenever they come on-site. They go through a rigorous testing plan; we test it out in a lab environment just to make sure that everything works as advertised, and once we feel comfortable then we proceed into production, but not until that's finished first."

"When you do a merger," added Fucci, "you're adding so much more work to your daily tasks of keeping the environment up and running. So, anything you can do with professional services to augment your resources helps everyone tremendously."

## The Bottom Line

Quest has been able to help MGM MIRAGE improve e-mail communication, creating a more effective and successful environment for their 70,000 employees. This has allowed the IT team time to focus on other critical areas.

"Collaboration Services frees up the time for our people to be working on the next phase of integration and migration for the Exchange organization and active directory," said Fucci. "That has been a key part for us."

"We wanted something that you just turn on and it works," said Conkey. "That's pretty much what we got with Quest Collaboration Services." In fact, Fucci said, "I think our users were very surprised at how quickly it all happened."

## About MGM Mirage

MGM MIRAGE (NYSE: MGM), one of the world's leading and most respected hotel and gaming companies, owns and operates 24 properties located in Nevada, Mississippi and Michigan, and has investments in four other properties in Nevada, New Jersey, Illinois and the United Kingdom. For more information about MGM MIRAGE, please visit the company's website at [www.mgmmirage.com](http://www.mgmmirage.com).