



Quest Solutions Help Georgian College Graduate to a More Secure, Easily Managed Active Directory and Exchange Environment

Georgian College is an Ontario College of Applied Arts and Technology, with three main campuses in Barrie, Orillia, and Owen Sound. Established in 1967, Georgian College is one of 24 community colleges funded by the government of Ontario. The college offers over 50 undergraduate diploma and degree programs and 13 post-graduate diploma programs and serves almost 9,000 full-time students and over 28,000 part-time students.

When Georgian College decided to streamline its operations down from about ten different operating systems to just two (Microsoft and Red Hat Linux), it turned to solutions from Quest Software to help with the migration and administer its Active Directory environment.

The Challenge

As part of its plan to streamline its operations, Georgian College wanted to migrate seamlessly from Novell GroupWise to Microsoft Exchange, a significant undertaking.

Moreover, David Johnson, Director of IT, wanted to manage the college's Active Directory (AD) environment more effectively. Like any college, Georgian College needed to regularly provision thousands of matriculating students and de-provision or re-provision thousands of graduates, as well as perform ordinary provisioning tasks for its 42,000 users (students and staff). Therefore, automating the provisioning process was a priority.

In addition, the college needed a way to easily monitor the new Active Directory deployment and ensure high availability; having AD go down would be devastating to the college. Another priority was to reduce the number of help desk calls for re-setting and changing passwords. "Having the ability to provide a self-help password mechanism 365 days a year for our students was critical," explained Alf Bloomfield, Manager, Client Services.

"Paramount to the success of our Active Directory deployment was having automation, self-service, and monitoring solutions in place from day one," summarized Johnson.

Although the college was committed to the migration, there was concern about moving the individual department folders. "In the Novell environment, the security within the directory structures was not what we wanted it to be," said Johnson. Centralized management of these folders was difficult and time-consuming, and was creating "a mess."

The Quest Solution

Georgian College turned to Dell, its trusted technology partner, for help. Dell recommended its partner, Quest Software, and Quest's extensive, award-winning set of migration and AD management solutions. The college selected the following Quest products to address its challenges:

- GroupWise Migrator to facilitate the Novell to Exchange migration.
- ActiveRoles Server with Quick Connect to simplify user provisioning, AD administration, and update of user information.
- Password Manager to enable self-service password re-sets and changes
- Spotlight on Active Directory to fulfill the monitoring requirements
- Active Roles Self-Service to allow the individual departments to self-manage access to their folders in a secure and compliant manner

"Quest brought the most robust migration and Active Directory solution set to the table. We were impressed with how these solutions met all of our needs."

–David Johnson
Director of IT
Georgian College



Overview

Headquarters

Barrie, Ontario (Canada)

Services

Post-secondary education

Critical Needs

Migrate from Novell Netware and Groupwise to Microsoft Windows and Exchange, and effectively manage and monitor the Active Directory environment, including automated provisioning and self-service password management

Solution

ActiveRoles Server with Quick Connect, GroupWise Migrator, Password Manager, and Spotlight on Active Directory

Results

- Migrated from Groupwise to Exchange in just 3 days
- Automated all account provisioning and deprovisioning
- Reduced help desk calls by 10% through self-service password resets
- Reduced IT workload by enabling users to update their own contact information
- Decentralized the management of individual department folders by making the users responsible for security and access.

“Quest brought the most robust migration and Active Directory solution set to the table,” explained Johnson. “We were impressed with how these solutions met all of our needs.”

The Bottom Line

With GroupWise Migrator, Georgian College’s migration to Exchange was completed in only three days. GroupWise has been eliminated from the environment, helping the college achieve its goal of streamlining its operations.

Provisioning is now a much easier process for the college, thanks to ActiveRoles Server. “When a student registers, an account is immediately created in AD,” said Johnson. “Creating new accounts manually used to take Georgian an elapsed time of roughly two days. Now it takes less than half that time because we’ve completely automated the process.”

The ActiveRoles Self-Service portal brought relief to the overworked IT staff by decentralizing the management of the departmental folders to the individual departments. The users have the control they need and security has improved. “The Self Service portal saved us three months of time and expense to manually clean up the folders’ security,” said Johnson.

Finally, Password Manager has reduced help desk calls by about 10 percent, according to Bloomfield. Password Manager’s self-service features allow Georgian College to provide password assistance 24 hours a day without increasing staff hours.

About Georgian College

Georgian College was established in 1967 as a modest storefront operation in Barrie, Ontario. Today, it’s one of the leading colleges in Canada. As one of the largest co-operative education colleges in the country, Georgian serves nearly 9,000 full-time students and 28,000 part-time students. Its seven campus locations offer a wide range of learning opportunities including academic upgrading, college preparation, apprenticeship, certificate, diploma, graduate certificate, college degree, and university degree programs.

Georgian’s personality and progressiveness have re-defined post-secondary education in Ontario, building an impressive legacy of teaching and learning excellence, innovation, and strategic partnerships.

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 90,000 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, Vizioncore and Provision Networks. Quest Software can be found in offices around the globe and at www.quest.com.

Quest Software Incorporated. • To learn more about our solutions, contact your local sales representative or visit www.quest.com • Headquarters: 5 Polaris Way, Aliso Viejo, CA 92656, USA

© 2008 Quest Software Incorporated. ALL RIGHTS RESERVED. Quest Software, ActiveRoles Server with Quick Connect, GroupWise Migrator, Password Manager, and Spotlight on Active Directory are trademarks and registered trademarks of Quest Software, Inc. in the U.S.A. and/or other countries. All other trademarks and registered trademarks are property of their respective owners.

