

# Amway Is Assured of Quick Recovery of its Active Directory Forest with Quest

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 Software.

## The Challenge

Amway has a large, global IT infrastructure that includes more than 3,000 Windows servers housed in data centers in the U.S., Malaysia and China. Microsoft Active Directory on the front end and Oracle on the back end help support around 20,000 users.

Following industry best practices, the original Active Directory environment included multiple forests. However, to better meet its evolving business needs, Amway decided to consolidate those multiple Active Directory 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.

## The Quest Solution

Amway had been using Quest Recovery Manager for Active Directory for several years before the decision was made to consolidate to a single Active Directory. "Like any company, we have to occasionally restore objects that might have been inadvertently deleted by accident," explained Marc Denman, senior systems support specialist at Amway. "Recovery Manager for Active Directory had proven itself to us over several years, enabling us to restore objects very quickly. So when we determined we were going to be combining the entire globe into one directory, we naturally looked at Recovery Manager for Active Directory Forest Edition."

In case of disaster, Recovery Manager for Active Directory Forest Edition 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, Recovery Manager for Active Directory Forest Edition can save an organization lost revenue and productivity.

"The Quest solution automates the process so that in the event of a disaster, we could recover far more quickly than before," Denman said. "Even though we haven't had to use it for

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— Marc Denman  
Senior Systems Support Specialist  
Amway

## OVERVIEW

### Headquarters

Ada, Michigan

### Services

Direct selling

### Critical Needs

To be able to recover Active Directory in case of disaster

### Solution

Recovery Manager for Active Directory Forest Edition

### Results

- Amway now has the ability to recover its Active Directory forest in case of disaster
- Averted millions of dollars in potential losses
- Amway has a self-documenting plan for recovery execution, facilitating sharing of information in the future

## CASE STUDY

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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,” said Matt Behrens, manager of Windows Server Support and Virtualization Technology Support at Amway. “Quest’s tight relationship with Microsoft added to our confidence in Recovery Manager.”

In addition, after years of firsthand experience across a broad array of Quest tools, Amway knew that it could count on Quest support. “We were already using a number of Quest products, including GPOAdmin, ChangeAuditor, Reporter and Migration Manager,” Denman said. “We have been happy with the support from Quest.”

### The Bottom Line

With Recovery Manager for Active Directory Forest Edition, Amway now has the assurance it needs in case disaster should strike. “If our Active Directory were to go down, the costs would be astronomical,” explained 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. Thankfully, we haven’t had to use it for forest-level recovery, but the Recovery Manager for Active Directory Forest Edition definitely is an assurance that if everything were to go wrong, we would be able to be back in business in no time.”

In addition, Amway has used Recovery Manager for Active Directory Forest Edition to help document its disaster recovery process. “The Forest Edition recovery plan is almost a self-documenting plan for execution,” said 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 Quest Professional Services help with that,” reported Denman.

### About Amway

Amway (amway.com) is one of the world’s largest direct-selling businesses. Amway’s parent company, Alticor Inc., reported global sales of \$9.2 billion in 2010. Founded in 1959 and based in Ada, Michigan, USA, Amway offers consumer products and business opportunities in more than 80 countries and territories worldwide. Amway’s top-selling brands are NUTRILITE® vitamin, mineral and dietary supplements, ARTISTRY® skincare and colour cosmetics and eSpring water treatment systems. The company provides product development, manufacturing and logistics services through its Access Business Group and Alticor Corporate Enterprises divisions. For company news, visit [globalnews.amway.com](http://globalnews.amway.com).

### About Quest Software, Inc.

Quest Software (Nasdaq: QSFT) simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest solutions for application management, database management, Windows management, virtualization management and IT management, go to [www.quest.com](http://www.quest.com).



5 Polaris Way, Aliso Viejo, CA 92656 | PHONE 800.306.9329 | WEB [www.quest.com](http://www.quest.com) | EMAIL [sales@quest.com](mailto:sales@quest.com)  
If you are located outside North America, you can find local office information on our Web site.

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