

Amplify Your Microsoft Investment

How Quest Adds IT Capability, Creates Cost Efficiency,
and Saves You Time and Money

Written by

John Milburn,

Vice-President and General Manager of
Windows Management, Quest Software

David Waugh,

Vice-President and General Manager of
Unified Communications and
SharePoint Management, Quest Software

© 2009 Quest Software, Inc.
ALL RIGHTS RESERVED.

This document contains proprietary information protected by copyright. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose without the written permission of Quest Software, Inc. (“Quest”).

The information in this document is provided in connection with Quest products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest products. EXCEPT AS SET FORTH IN QUEST’S TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software World Headquarters
LEGAL Dept
5 Polaris Way
Aliso Viejo, CA 92656
www.quest.com
email: **legal@quest.com**

Refer to our Web site for regional and international office information.

Trademarks

Quest, Quest Software, the Quest Software logo, AccessManager, ActiveRoles, Aelita, Akonix, AppAssure, Benchmark Factory, Big Brother, BridgeAccess, BridgeAutoEscalate, BridgeSearch, BridgeTrak, BusinessInsight, ChangeAuditor, ChangeManager, Defender, DeployDirector, Desktop Authority, DirectoryAnalyzer, DirectoryTroubleshooter, DS Analyzer, DS Expert, Foglight, GPOAdmin, Help Desk Authority, Imceda, IntelliProfile, InTrust, Invirtus, iToken, IWatch, JClass, Jint, JProbe, LeccoTech, LiteSpeed, LiveReorg, LogADmin, MessageStats, Monosphere, MultSess, NBSpool, NetBase, NetControl, Npulse, NetPro, PassGo, PerformaSure, Point,Click,Done!, PowerGUI, Quest Central, Quest vToolkit, Quest vWorkSpace, ReportADmin, RestoreADmin, ScriptLogic, Security Lifecycle Map, SelfServiceADmin, SharePlex, Sitraka, SmartAlarm, Spotlight, SQL Navigator, SQL Watch, SQLab, Stat, StealthCollect, Storage Horizon, Tag and Follow, Toad, T.O.A.D., Toad World, vAutomator, vControl, vConverter, vFoglight, vOptimizer, vRanger, Vintela, Virtual DBA, VizionCore, Vizioncore vAutomation Suite, Vizioncore vBackup, Vizioncore vEssentials, Vizioncore vMigrator, Vizioncore vReplicator, WebDefender, Webthority, Xaffire, and XRT are trademarks and registered trademarks of Quest Software, Inc in the United States of America and other countries. Other trademarks and registered trademarks used in this guide are property of their respective owners.

Updated—November 2009

Contents

- Introduction3
 - Capability Overload?.....3
- Quest: One Source for Many Solutions.....5
- Quest and Microsoft6
 - Award-Winning Microsoft Expertise6
 - Helping You Achieve Infrastructure Optimization.....6
- Quest’s Solutions for the Microsoft-based Business7
 - Security and Compliance7
 - Infrastructure Management.....8
 - Identity and Access.....9
 - Collaboration and Communication10
 - Database Management.....11
- Quest’s Extended Family: Virtualization and More.....13
- Quest: Amplifying Your Microsoft Experience14
- About the Authors15
- About Quest Software, Inc.16

Introduction

Managing IT environments is becoming more and more challenging. Gone are the days when an operating system or software manufacturer like Microsoft was expected to provide all the management tools you'd need right out of the box. Today's sophisticated businesses require more information than Microsoft's Performance Monitor or the Event Log Viewer can provide; indeed, companies like Microsoft are now expected to build operating systems that *enable* manageability. Unfortunately, much of that functionality is so complex and robust enough that it needs to be delivered in a separate product.

How did IT environments become so complex that management tools are now a necessity? Some of the reasons are:

- Security concerns, as well as legal and industry requirements that mandate oversight and reporting
- Increased reliance on the IT infrastructure, creating the need for better disaster recovery planning, diagnostics capabilities, and reliability controls
- More distributed workforces that need more robust forms of communication and collaboration
- Acquisitions and mergers that cause disparate IT systems to be thrown together while reducing the overall staff available to support it
- Increasingly large IT investments that need increasingly complex and powerful management tools and techniques
- Tighter IT budgets that result reduced headcount while workloads continue to increase
- Proliferation of data that requires security, strategic management, back up, diligent auditing, and more

Capability Overload?

It can be overwhelming to think about all of the business needs that your IT investment must meet.

These needs may include:

- **Change control and auditing** to manage and track change within the environment. Change is the leading cause of problems and failures, as well as an item of significant concern to many legislative and industry compliance efforts.
- **Access controls** on a large amount of resources, including files, folders, services, registry keys, databases, mailboxes. Ideally, these access controls should be automated and centralized, and include audit controls for changes to access permissions.
- **Identity management** capabilities, whether for a single directory like Active Directory, or for larger environments employing multiple directories.
- Automated **provisioning**, including new provisioning, re-provisioning, and de-provisioning, incorporating access controls, single sign-on and identity management.
- **Disaster recovery** for files, directories, databases, messaging systems, collaboration platforms, and much more.
- **Monitoring tools** that allow you to observe the operation, performance, and health of your entire infrastructure—not just a single vendor's software.
- **Systems management tools** that can inventory assets, deploy patches, and reduce overall support costs. These tools need to address the entire infrastructure, not just one operating system or type of device.
- **Diagnostic tools** that can help lessen downtime and speed troubleshooting.

- **Archive** data and provide **eDiscovery** capabilities for messaging and collaboration platforms.
- **Policy enforcement** and **data loss prevention** across the entire organization in order to protect against external attacks and internal data leaks and demonstrate compliance.
- **Management reporting** to help with performance trending, capacity planning, disaster recovery, security, auditing, and much more.

To summarize:

- You need to **automate** critical tasks, increasing the capacity of your existing workforce.
- You need to **simplify** complex tasks, making them more consistent and less time-consuming.
- You need to **reduce effort** when full automation isn't available, so that you can do more with your existing resources.

There's no question that managing a modern IT environment is complex and difficult. The good news is that Microsoft's robust and flexible software can rise to the challenge. And it is possible to make management even more efficient and cost-effective by:

- **Enhancing** your Microsoft tools and operating systems to meet line-of-business needs such as security and compliance
- **Extending** your Microsoft investment to help manage Unix, Linux, Mac, and many other systems and devices
- **Supporting** your Microsoft environment with even better reliability and recoverability capabilities

In other words, Microsoft tools are helpful and the platform is powerful and flexible, but in order to meet all of the daily requirements you need third-party solutions to **amplify their capabilities** throughout your enterprise.

Of course, many third-party vendors claim that they can help you do this. Dealing with a mob of vendors can easily become a full-time career. In order to meet your business needs *efficiently*, Quest Software offers *all* of these capabilities through a comprehensive family of best-in-class solutions.

Quest: One Source for Many Solutions

For companies with a significant investment in Microsoft operating systems, server products, and desktop operating systems, Quest offers an opportunity to eliminate the chaos of dealing with multiple vendors while still fulfilling all of your IT management needs. For years, Quest has been providing an enormous range of best-in-class solutions that enhance and extend key Microsoft products and platforms, fulfilling an incredible range of business needs within a single company.

However, isn't it better to spread out and acquire solutions from many different vendors? Not necessarily. Acquiring solutions from multiple sources can have many challenges:

- Engaging a new vendor requires ramp-up time to bring their sales team up to speed on your environment and specific needs. With Quest, you'll deal with a single vendor who knows your environment and can provide solutions that fit—without your constant attention.
- Different vendors have different ideas about support. With Quest, all of your products will receive the same high level of support that has earned us the appreciation of our customers. You'll have a single team that understands all of your maintenance, keeps track of your licenses, and helps you make smart decisions for the future.
- In today's tough economic times, many smaller companies may not survive, leaving you without support. Quest is a solid, reliable company with offices worldwide. Publicly traded (QSFT on NASDAQ) with more than \$700 million in annual revenues and a reserve of almost \$375 million, Quest's 3,300 employees are fully engaged in improving IT management for more than 100,000 customers worldwide—now and in the future. Quest's size delivers top-notch service: for example, customers rate their satisfaction with their support engineer at an average of 97%.
- Most IT departments that deal with multiple vendors assign vendor relationships to various staff members. That means licensing information, key contacts, and support details remain with each individual. When one of them moves on, all of that information is lost, leaving the rest of the staff scrambling. With Quest, you'll rest easy knowing that all of your critical vendor information is just a phone call or email away. Your IT staff will no longer have to function as a vendor management team.

Unlike "single source" vendors of the past who often produced one or two amazing products and a plethora of mediocre "add-on" ones, Quest works to ensure that the company offers the best products in their categories. Through a combination of in-house development and strategic acquisitions, Quest has assembled a portfolio of Microsoft-centric management products that is unmatched in the marketplace.

By dealing with a single vendor for your management needs, you won't sacrifice functionality and capabilities, and you'll expend fewer resources and less time and money. You'll also enjoy a better support relationship with a single vendor that values your *entire* business.

Quest and Microsoft

Quest has been in business for more than 20 years and offers more than 60 award-winning software solutions. Quest has twice been named Microsoft's Global Independent Software Vendor (ISV) Partner of the Year. Research firm Forrester named Quest a leader in the Active Directory management space, and the company is a worldwide Microsoft Technology Center Alliance Partner. Quest regularly participates in Microsoft product betas across their entire business product line.

Quest has built a strong and enduring relationship with Microsoft and is able to work more closely with Microsoft products and teams than many smaller companies. In fact, our close relationship with Microsoft helps us blur the line between first and third-party software. Quest's Premium Support relationship allows us to fast-track support items to Microsoft when it seems that their software or components may be contributing to a Quest customer's system problems.

Award-Winning Microsoft Expertise

Quest offers the same level of expertise you'd expect from Microsoft. Quest has seven staff members who have earned Microsoft's prestigious Most Valuable Professional (MVP) award in specialties like Microsoft SQL Server, Microsoft Exchange Server, SharePoint, Directory Services, Windows PowerShell, and Terminal Services—and others will be recipients of this award in the near future. That expertise is backed by nearly 70 Microsoft Certified Professionals as well as more than 650 developers, quality assurance, and support staff dedicated entirely too Microsoft-based solutions.

Quest also hosts the world's only annual technology conference dedicated to advanced directory and messaging training: The Experts Conference. Quest interacts with customers and the broader community through more than 20 online communities. This keeps the company firmly grounded in the practical realities of today's IT management needs.

Helping You Achieve Infrastructure Optimization

Microsoft's Infrastructure Optimization model is designed to help move organizations from a reactive, "Basic" IT management model to a "Dynamic," business-aligned model that anticipates business needs and adds business value. Microsoft offers effective tools and technologies to help you achieve a more mature Infrastructure Optimization model; Quest steps in to help you capitalize on your Microsoft investment across your *entire heterogeneous* environment, bringing it to a more powerful and mature level of Infrastructure Optimization.

All of the technologies, tools, and capabilities discussed in this paper help you to manage your infrastructure more proactively, automate critical tasks and improve consistency and reliability. This will enable you to add real value to the business by better anticipating business needs.

Quest's Solutions for the Microsoft-based Business

Quest offers a broad range of business capabilities that integrate with your entire Microsoft-based infrastructure. Quest has spent millions of dollars on internal development and strategic acquisitions to assemble a portfolio of *innovative and useful* solutions that complement Microsoft's operating systems, tools, and platforms.

Security and Compliance

Quest's security and compliance solutions are designed to span your entire Microsoft infrastructure as well as your non-Microsoft systems. This helps you realize more value from your existing Microsoft-based investment. By working closely with Microsoft products—even participating in most product betas at very early stages—Quest produces solutions that seamlessly integrate with Microsoft's technologies and techniques by *enhancing* their capabilities rather than *replicating* them.

Automated Security Management

Quest helps automate access controls across the environment, bringing policy-driven, role-based access provisioning, reporting, and management to Windows, Active Directory, Exchange Server, SQL Server, Unix and Linux systems, and more. Quest management solutions help to automate and simplify the normally time-consuming, manual tasks of managing security throughout the enterprise—all by enhancing and extending the native Windows and Active Directory capabilities.

Compliance Auditing and Log Consolidation

With the InTrust® and Quest® ChangeAuditor product families, you can consolidate logs and extract deeper change and auditing information from Active Directory, Exchange Server, files and folders, SQL Server and Oracle databases, Identity Lifecycle Manager, and more. These products help improve your security and reliability, and can help you more quickly and easily meet compliance challenges.

Reporting and Baselining

Extensive reporting capabilities are provided by the Quest Knowledge Portal, a cross-product reporting platform that features both scheduled and ad-hoc reports for both summary and highly-granular report levels. Quest Reporter includes Configuration Baselining; this helps you audit your environment and compare it to predefined security and configuration policies by creating a “compliance dashboard” that summarizes thousands of configuration rules.

Directory Consolidation

When you consolidate directories, you save time, money, and effort. Quest's powerful and efficient migration tools help you migrate from any version of Active Directory—including multiple Active Directory domains—to a more streamlined, secure and easier-to-manage Active Directory environment.

Change Control

You can prevent unwanted change and add approvals-based workflow to those that occur by using Quest tools that support change control. Whether you choose GPOADmin to manage Active Directory's Group Policy objects (GPOs), Change Director for SQL Server to manage changes to database schemas, or any of Quest's other change control-enabled solutions, you'll gain finer control over your entire environment.

Infrastructure Management

Infrastructure management isn't always exciting, and can be unappreciated—when things go well, no one notices. But you know how much work goes into monitoring and managing today's complex heterogeneous environments. You will appreciate how Quest extends Microsoft's powerful tools to manage non-Microsoft products and devices, migrates them to Microsoft's platform safely and easily and makes Microsoft tools the center of an IT investment. You will be also able to make your job easier by automating many of your day-to-day tasks.

Storage Consolidation and Management

Quest's suite of storage consolidation and management tools help you effortlessly automate data consolidation using Quest's ZeroIMPACT technology to make the entire process risk-free and transparent. You will be able to perform pre-migration testing, schedule data moves, and automatically update clients while reducing your storage costs and improving disaster recovery capabilities. You can also gain full control over your Windows-based storage assets through enterprise-wide, file-level reporting, metrics, and trending.

Quest can even help migrate old-school file shares and Exchange Public Folders to collaborative SharePoint stores with Quest® File Migrator for SharePoint. The Migrator provides a unique way to consolidate storage while increasing collaboration by allowing you to filter and preview migrations, categorize data for searching and organization, and more. You can manage your migrated data within SharePoint by using Site Administrator for SharePoint. This tool gives you much-needed visibility into *all* of your SharePoint servers by providing more than 30 standard reports, custom reports, global policy settings, and permissions management tools.

Troubleshooting and Diagnostics

Gain valuable insight into the operational details of your environment with Quest's Spotlight family. For Active Directory, you can choose the Spotlight® on Active Directory Pack, which includes three award-winning tools: Spotlight on Active Directory, DirectoryAnalyzer, and DirectoryTroubleshooter. You can receive real-time diagnostics for the rest of your environment with Spotlight products for Exchange, Office Communications Server, BlackBerry, SQL Server and others. Quest even helps you troubleshoot and diagnose Microsoft Identity Lifecycle Manager (ILM) with Quest MissionControl, a powerful, intuitive tool that can help identify replication topology problems, trace attribute changes throughout the system, and quickly identify and solve problem spots in the ILM infrastructure.

Recovery

Nobody looks forward to disaster recovery, but Quest helps make it manageable across the environment by protecting *all* of your valuable data. Quest's Recovery Manager family of products helps protect Active Directory (including full forest recovery capabilities), Exchange Server, Lotus Domino servers and SharePoint servers. You'll receive the most granular recovery capabilities available, down to single messages, directory objects, and SharePoint items. Quest's recovery tools provide intuitive, efficient user interfaces that help minimize learning curves, reduce errors, and cut downtime. And full-forest recovery is also available, giving you peace of mind in the event of the worst possible data disaster.

Health and Performance Monitoring

Microsoft's System Center Operations Manager is a powerful solution that collects performance data, translates it into health information, and presents a services-oriented view of your network that includes critical paths when failures occur. Complete trending capabilities help you predict potential failures before they occur, and powerful alerting systems keep administrators updated and aware.

Quest makes your Operations Manager investment even more valuable through Quest Management Xtensions that connect Operations Manager to Oracle systems, Cisco devices, VMWare servers, RedHat machines, and much more. Other Management Packs help extend Operations Manager to include z/OS, Oracle databases, .NET application service levels, Cisco network devices, AS/400 midrange computers, and more.

Quest® Management Connectors extend Operations Manager even further, including Big Brother, CA UniCenter, HP OpenView, SolarWinds, BMC Magic, IBM Tivoli, NetCool, and many more, allowing administrators to leverage their desired management solution for monitoring and proactive issue resolution—on Windows and non-Windows systems.

Configuration Management

Quest also extends Microsoft System Center Configuration Manager, bringing inventory and patch-deployment capabilities for non-Windows platforms to one of the industry's most popular configuration management systems.

Quest Management Xtensions for Configuration Manager enable configuration management on Unix, Linux, VMWare, and Mac OS X systems, including configuration administration, system updates, and software deployments. Quest Management Xtensions for Device Management take Configuration Manager's reach even further, connecting it to more than 115 non-Windows systems and devices, including network devices, storage devices, AS/400 midrange computers, and more.

Identity and Access

The Quest One Identity Solution encompasses a family of complementary products that help improve and extend identity and access across your entire environment. It leverages Microsoft's powerful Active Directory as the core, central management point. Identity and access are areas where Quest frequently wins accolades from Microsoft as well as from industry analysts. IDC says Quest has "...strong executive leadership in the [Identity and Access Management] space, a strong relationship with Microsoft, and seems to be making all the necessary moves to position itself for a leadership role..."

Single Sign-On

Quest solutions for single sign-on allow your users to maintain and use a single identity and password across a wide range of Windows and non-Windows systems. A single set of credentials is easier to remember and maintain. This keeps your users productive, dramatically reduces help desk calls and helps to maintain a more secure environment.

Strong Authentication

When passwords alone aren't enough, Quest Defender provides strong authentication that provides multi-factor, single sign-on authentication across your entire enterprise. Defender allows you to build on your existing Active Directory investment as well as use a variety of hardware tokens (any OATH-compliant token, rather than a proprietary device). This enables you to deploy strong authentication with fewer new infrastructure components and less overall expense. In addition, the Quest One single sign-on technologies can integrate with Microsoft Identity Lifecycle Manager (ILM).

Provisioning and Access Control

Automate the entire identity management lifecycle by leveraging your existing Active Directory and/or Microsoft Identity Lifecycle Manager investment. Quest ActiveRoles™ Server and the optional Quick Connect module enable automated account provisioning and access management for Windows, AD LDS, and non-Windows systems that have been integrated with Active Directory. Quest solutions also provide integration and cooperation with external identity framework solutions (like IBM Tivoli Identity Manager) to simplify, centralize and automate provisioning.

When integrated with Quest® Authentication Services, Defender, and Enterprise Single Sign-on, you will be able to create the ultimate automated identity management system with single sign-on, strong authentication, and self-service capabilities.

Role-Based Management

It's easier to decide who needs specific access permissions when permission sets are mapped to job roles within your organization. Quest ActiveRoles Server and Quest Privilege Manager for Unix bring role-based management to all of your Windows- and Unix/Linux-based resources. Business rules help take the confusion and manual maintenance out of access management and help make security and compliance requirements easier to meet and effortless to maintain. And using Authentication Services' patented technology, role management can be centralized in Active Directory – even for Unix, Linux, and Mac systems.

Self-Service Identity Management

Did you know that you could eliminate as much as a third of your help desk calls and save up to \$31 for each call you eliminate? It's easy; let users reset their own passwords and unlock their own accounts, instead of calling the help desk. Quest Password Manager lets users securely and reliably control their own password resets through a self-service application designed to take the responsibility off of your IT staff. It works with the entire Quest One Identity Solution to enable self-service password management across line-of-business applications, non-Windows systems, and more.

Automation and Centralization

Quest's investment in Microsoft's Windows PowerShell means that you can begin automating complex processes *your way*. You can combine capabilities from Quest's Active Roles Server, as well as Microsoft's Active Directory, Exchange Server, SQL Server, and System Center products to create enterprise-wide, multi-capability business processes. By leading the way with its PowerShell commands for Active Directory management, Quest has enabled thousands of administrators to reduce the time it takes to complete common and critical management tasks.

Collaboration and Communication

Microsoft Exchange Server and SharePoint are powerful platforms for messaging and collaboration; Quest helps make these valuable assets an even more important part of your IT environment—while helping you lower the costs of supporting these platforms through increased operational efficiency and better line-of-business capabilities. Quest has many years of experience with Microsoft messaging products, and has helped millions of customers migrate to Exchange Server with less hassle and risk. Quest has added messaging-focused content to The Experts Conference, further cementing our leadership role in this space.

Backup and Recovery

Today, much critical and sensitive corporate data lives in Exchange Server and SharePoint, and because of this, Quest provides the right tools for backup and highly-granular restore. Quest® Recovery Manager for SharePoint allows you to recover by using existing backups, provides powerful search and preview capabilities, and gives you flexible, granular restoration tools for recovering an individual item or an entire server. You can also get item-level recovery for Exchange Server data stores, helping your IT staff save time and money by quickly responding to those never-ending single-email-recovery calls.

Migration

You can quickly and safely move to the latest Exchange Server and Office Communications Server technologies using Quest's ZeroIMPACT migration tools. Quest Solutions for Exchange and OCS Migration are intuitive products that handle pre-migration analysis and planning and actual migration tasks. These tools also enable co-existence, data recovery, and address performance-management concerns. They can help you reduce message volumes, allowing you to get more from your current messaging investment. Quest solutions make migrations go faster with tools like Archive Manager. This enables you to archive before you migrate, helping you to reduce the amount of data that must be migrated.

Quest also provides migration solutions for SharePoint. Migrate between versions of SharePoint, Exchange Public Folders into SharePoint, and file shares directly into your SharePoint servers. If you're using a legacy system like Lotus Notes QuickPlace and Domino.doc, Quest can help migrate those assets into a modern, flexible SharePoint system with no risk of lost data.

Looking to outsource your messaging infrastructure? Quest's migration tools can migrate your in-house messages to a hosted system—ensuring that your outsourcing goes more smoothly and that the migration remains under your control and oversight.

Archiving, eDiscovery, and Compliance

Bottomless inboxes, legal challenges with their tight court deadlines, and endless compliance audits can make managing an Exchange or SharePoint infrastructure demanding—but Quest gives you the capabilities you need while reducing your overall management burden.

Quest solutions for archiving, eDiscovery, and compliance help you to control the enormous repository of data in your organization through smart e-mail retention, file storage optimization, messaging compliance, and business-level policy enforcement. Quest offers:

- Email archiving for Microsoft Exchange Server
- IM archiving for Office Communications Server, IBM SameTime, Jabber, MSN, Yahoo, AIM, Google Talk, and ICQ
- Blackberry archiving of PIN-to-PIN, SMS, and call detail logs
- eDiscovery for email, IM, and Blackberry communications
- eDiscovery of Exchange Server data straight from backup tapes, VSS snapshots, or Microsoft System Center Data Protection Manager (DPM).

Quest Site Administrator for SharePoint provides similar archiving, policy-based management and reporting for SharePoint installations.

Operations Management

Quest makes operations management easier. Quest's solutions for UC management provide intuitive troubleshooting and automated diagnostic tools, tools for data leak prevention and policy management, and historical metrics and inventory reporting across Exchange Server, OCS, a variety of IM technologies, Blackberry, and much more. Permissions and Policy management for SharePoint is available with Site Administrator for SharePoint.

Real-Time Communications Management

Managing email can be challenging, but how do you manage real-time communications like instant messaging (IM), VoIP, and mobile messaging? Quest Policy Authority for Unified Communications helps you improve security, enforce regulatory compliance, block unwanted protocols, and gain full control over your unified communications infrastructure. Deployment options include easy-to-use appliances that can each support up to 15,000 users.

Database Management

Quest has a long history of making databases easier to use, with a strong focus on Microsoft SQL Server. Whether you need to centralize server administration, improve backup and recovery tasks, manage database performance, or control change—Quest has a solution to help. Quest has achieved high praise for its work in enhancing Microsoft's database technologies. Gartner Vice-President John Enck said, "Quest will continue to be a strong player in the database...markets during the next three years. Clients should have Quest on their shortlists in these areas."

Backup and Recovery

LiteSpeed® for SQL Server helps you make faster, more flexible and secure backups of SQL Server data, maximizing the efficiency of your existing resources. You can manage backups at an enterprise level, rather than per-server, no matter what version of SQL Server you're running (support runs from version 7 through 2008).

Performance Management

As a database administrator, you must be able to **proactively diagnose and resolve bottlenecks** and scalability issues that threaten productivity. And, because production database environments are constantly changing, you also have to **establish benchmarks** to understand load and throughput. That means **collecting metrics** and **monitoring activity** around the clock. And, if that's not enough, both **real-time** historical data is needed for issue detection and go-forward planning. Quest's SQL Server performance management solutions provide these capabilities, enabling you to maintain operational integrity and end user satisfaction, while **avoiding costly production slowdowns**.

Schema Change Management

You will gain visibility into database schema changes with Quest® Change Director for SQL Server. You can track who changes what, when, where, and how and roll any change back quickly in order to restore operational stability and security. You will be able to provide complete auditing to help meet security and compliance requirements.

Quest's Extended Family: Virtualization and More

In addition to providing the variety of business capabilities outlined in this paper, Quest's extended family of subsidiary companies offers additional value for key business needs. Companies like Vizioncore, ProvisionNetworks, and ScriptLogic help round out your technical management capabilities in any Microsoft-centric network.

Many of Quest's solutions can help with virtualized environments as well as with physical ones, whether you need migration and consolidation or need to extend your management and monitoring capabilities—especially in environments where you're virtualizing non-Microsoft systems.

Through our Vizioncore subsidiary, we're also developing the next generation of virtualization management solutions. Vizioncore solutions help you provide image-level hot backups, optimize virtual machines, add powerful virtualization management capabilities, and convert and migrate virtual machines throughout the enterprise.

ProvisionNetworks, Quest's desktop virtualization group, provides future-proof investment in virtual desktop management, supporting every major hypervisor available and helping to automate application delivery, desktop deployment, and other key tasks. Make desktop management a pain of the past by moving much of the desktop footprint into centrally-managed virtual workspaces.

Finally, Quest's ScriptLogic subsidiary provides powerful, comprehensive solutions for small- and medium-sized businesses, including solutions for Active Directory, desktop management, Exchange Server, SharePoint, SQL Server, and more—including the award-winning Desktop Authority family.

Quest: Amplifying Your Microsoft Experience

As demonstrated by the breadth and depth of its Microsoft solutions and the experience of thousands of customers from all over the world, Quest is a strong believer in the value and capability of Microsoft's platform and products, including Windows, Exchange Server, Office Communications Server, SharePoint, SQL Server, the System Center family, and much more. Quest believes that these products can be **amplified** to become an even more capable, efficient and powerful center of your IT environment. If you've invested in Microsoft products and technologies, there's no better third-party partner than Quest. Quest specializes in Microsoft products fit better into specific business scenarios as well as in extending Microsoft product capabilities to manage more of your environment. Microsoft has recognized Quest's commitment by presenting them with numerous awards. Quest has built its business around making you more satisfied and productive when using Microsoft products.

With the right Quest solutions, your Microsoft investment can easily meet all of your specific business needs, reduce the complexity of your IT environment, increase your operational efficiencies, and lower your overall IT management costs. Quest amplifies Microsoft's innovative technologies so you can be more productive, efficient and provide your organization with greater results on a limited IT budget.

About the Authors

John Milburn, Vice President and General Manager for Windows Management at Quest Software, joined Quest in 1999 and is responsible for product direction, strategy and go-to-market activities for Quest's Active Directory, Identity & Access Management, Compliance and Windows Server solutions. Prior to this position, John served in various roles in Quest's System Consultant group, most recently as Vice President of System Consultants in North America. He has more than 15 years of experience in Microsoft-focused corporate IT environments, is a Microsoft certified trainer and speaks at industry events including Microsoft TechEd. Before joining Quest, Milburn worked on WINtel architecture for Bank of America. John has a BBA from Southern Methodist University and a MS from the University of Texas.

David Waugh, Vice-President, and General Manager for Unified Communications and Collaboration at Quest Software, joined Quest with the company's acquisition of FastLane Technologies in June of 2000, where he had been vice president of marketing since 1998. Waugh has an extensive technical and marketing background, and formerly managed product marketing for the business intelligence division of Hummingbird Communications, Ltd. Prior to that, he held various executive and management positions in marketing, product management and product development. Waugh holds a bachelor's degree in computer science from the University of Western Ontario (Canada). He also did graduate studies at Queensland, Australia's James Cook University, where he developed and taught computer sciences courses and helped form the computer science department.

About Quest Software, Inc.

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports smart systems management products—helping our customers solve everyday IT challenges faster and easier. Visit www.quest.com for more information.

Contacting Quest Software

PHONE 800.306.9329 (United States and Canada)

If you are located outside North America, you can find your local office information on our Web site.

E-MAIL sales@quest.com

MAIL Quest Software, Inc.
World Headquarters
5 Polaris Way
Aliso Viejo, CA 92656
USA

WEB SITE www.quest.com

Contacting Quest Support

Quest Support is available to customers who have a trial version of a Quest product or who have purchased a commercial version and have a valid maintenance contract.

Quest Support provides around-the-clock coverage with SupportLink, our Web self-service. Visit SupportLink at <https://support.quest.com>.

SupportLink gives users of Quest Software products the ability to:

- Search Quest's online Knowledgebase
- Download the latest releases, documentation, and patches for Quest products
- Log support cases
- Manage existing support cases

View the Global Support Guide for a detailed explanation of support programs, online services, contact information, and policies and procedures.



5 Polaris Way, Aliso Viejo, CA 92656 | PHONE 800.306.9329 | WEB www.quest.com | E-MAIL sales@quest.com

If you are located outside North America, you can find local office information on our Web site.