

CUSTOMER CASE

Civilian agency strengthens security, simplifies IT management, and reduces costs with AD consolidation

The civilian agency reduced administrative overhead, lowered operational costs, and improved resiliency by consolidating their Active Directory domains with zero downtime and zero user impact.



A large national civilian agency recognized the need to modernize its legacy identity infrastructure to support a modern workforce and strengthen cybersecurity. Years of decentralized growth had led to a complex and fragmented Active Directory (AD) environment that was increasingly difficult to manage and secure. To address these challenges, the agency launched a strategic initiative to streamline its AD architecture, aiming to improve agility, enhance security, and ensure compliance—while maintaining uninterrupted access for users.

The challenge of managing complexity across a global AD footprint

The agency's AD environment had expanded to include more than 700 domain controllers and 14 domains across global locations. This scale introduced significant administrative overhead and operational risk. The agency required a migration strategy that would simplify its infrastructure, reduce risk, and avoid disruption to more than 110,000 users.



Country: USA



Employees: 110,000+



Industry: Government

Challenges

A large national civilian agency needed to consolidate and redesign its complex Active Directory (AD) environment. With more than 700 domain controllers and 14 domains spanning worldwide locations, the project required a seamless migration approach that would minimize risk and ensure zero disruption to more than 110,000 end users.

Solution

By leveraging Quest Software's migration and consolidation solutions, the organization executed a complete AD migration and redesign project with zero downtime and zero user impact. The solution provided a secure, automated, and phased approach that maintained business continuity throughout the entire multi-year effort.

Benefits

- Zero downtime and no disruption for more than 110,000 Active Directory users
- Reduced AD domains by 75% - 14 down to three - simplifying IT management and strengthening security posture
- Successfully migrated across 14+ domains and 700+ domain controllers worldwide
- Reduced administrative burden from 500 to 25 employees while centralizing support

Performing a seamless AD migration with zero downtime using Quest Software

To execute the migration, the agency partnered with Quest Software and adopted its migration and consolidation solutions. Quest delivered a secure, automated, and phased approach that enabled the agency to redesign its AD environment without downtime or user impact. The multi-year effort was carefully planned to maintain business continuity while modernizing the infrastructure.

The agency achieved improved efficiency, reduced costs, and a more resilient infrastructure with no disruption to users

The streamlined AD environment drastically reduced administrative overhead, lowered operational costs, and improved resiliency. By achieving a faster timeline with zero user impact, the organization modernized its infrastructure while meeting stringent compliance and security requirements.

Products and Services

- Change Auditor
- Active Roles
- Recovery Manager
- Enterprise Reporter
- GPOAdmin
- Change Auditor for Logon Activity

Solutions

- Quest Active Directory Migration

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