ADT Stays Secure With Quest's Active Directory Management Solutions

The Challenge

ADT was attacked by a virus that attempted to log on to users' accounts with invalid passwords. As a result, within 30 minutes, nearly 2/3 of ADT's 1,300 users were locked out of their computers. ADT is in the business of security, and if the network is inaccessible, its customers will not get the assistance they need. This could have a huge impact on the ADT business, and more importantly, the lives that ADT helps protect.

ADT needed a comprehensive solution that would decrease the complexities of managing and securing Active Directory. The organization was looking for a "one-stop-shop" to address Active Directory management issues and support its continued efforts to provide a superior level of customer service.

The Solution: Reporter, ActiveRoles Direct, Spotlight on Active Directory

Reporter • When asked to comment on ADT's use of Reporter, IT infrastructure manager Marcelino Campos states, "Reporter helped us solve our everyday security issues. From Group Policy security to Sarbanes-Oxley...it was a must in our environment."

He recounts, "When the virus attacked, we were able to use the action-enabled report to unblock accounts every 5 minutes until the virus was eliminated. Without Reporter, our employees would have been locked out of the network, and our business would have come to a screeching halt."

ActiveRoles Direct • He continues, "ActiveRoles Direct helps to make our environment more secure. I can delegate tasks to my team and have confidence that the permissions they have are exclusive to what I have assigned them. I can distribute the workload evenly and appropriately and save myself, and my team, huge amounts of time."

Spotlight on Active Directory • "Spotlight on Active Directory is excellent! It has helped us diagnose and solve replication problems between our domain controllers. We can look for the problem - then solve it," summarizes Campos.

Why Quest

"The Quest sales team was excellent. The account manager and systems engineer that came onsite were very knowledgeable with ALL the solutions," remarked Campos. He added "We were a little weary about having to learn all these new products, but when we realized that we only had to devote 1-2 days to training, we were very pleased."

Business Benefits:

In a business that stays on its toes 24/7, time is not only money - time is lives. For the safety and security of ADT customers, it is imperative that the network be secure and always accessible.

"If we did not have the Quest products and disaster struck, such as another virus attack, we would be unable to monitor our clients' safety," Campos stated. "If we could not detect an alarm, it could result in severe consequences."

Of the 40 people devoted to IT, 17 of those individuals are strictly help desk resources. They are the first-response team when something goes awry. The problem was, team members had access

Overview

"When the virus attacked, we were able to use the action enabled report to unblock accounts every 5 minutes until the virus was eliminated. Without Reporter, our employees would have been locked out of the network, and our business would have come to a screeching halt."

Marcelino Campos IT
Infrastructure Manager, ADT

Business Benefits

- Saves time and money
- Decreases the help desk workload, helping to ensure rapid customer service
- Increases security
- Advances organizational efforts towards compliance

Technology Benefits

- Provides a secure method of reporting
- Enables ADT to rapidly resolve client issues
- Helps to pinpoint network problems

QUEST SOFTWARE®

to everything within Active Directory which in turn, made ADT's network vulnerable and insecure.

"With ActiveRoles Direct in place, I can be confident that the right people are doing the right things. I can delegate control to a particular level in an organizational unit (OU) and assign specific roles to my team and then relax because I know that no one is going to do something in Active Directory that I do not want."

An unforeseen benefit of the Quest's products came to light when ADT's accounting firm came in to perform an audit. In order to verify compliance with Sarbanes-Oxley requirements, ADT was asked to report on various data within its Active Directory. The information requested included:

- What rights a user has
- How complex the user's password is
- What applications are installed
- How is Active Directory designed i.e. , domains, forest, business units, etc.

Campos states, "We were in a meeting with the auditors and they needed some additional reports. By the time the meeting was over, we had created those additional reports. Without Reporter, it would have taken us 8-10 days to put together the kind of information the audit team was looking for. With Reporter, we were able to produce the reports in minutes."

Technology Benefits

From the onset, ADT reaped the benefits of Quest solutions. Through one vendor, they were able to meet many of their IT goals including a greater level of support for compliance efforts and a more rapid problem-resolution process. Additionally, because security is ADT's business, a secure method of reporting and problem-resolution is a must.

When asked to comment on the technological benefits of Quest solutions, Campos had this to say:

"We like the fact the Quest Reporter uses a noninvasive reporting method. The fact that we do not have to install agents to get the information is important to us."

He continues, "By delegating the workload with ActiveRoles Direct, we save time, and more importantly, improve our response time to our clients. This, in turn, allows us to resolve issues faster. This is a key component to success in our industry."

"Pinpointing network issues is crucial, and using Spotlight's graphical interface, we can identify any problems with our domain controllers and resolve the issue quickly," summarizes Campos.

ADT has a fully-dedicated computer, equipped with three monitors, running Spotlight at all times. Using Spotlight, ADT is able to diagnose replication errors, memory-associated problems, and connectivity issues and then fix those problems. Without the product, time spent to repair problem areas of Active Directory could range anywhere from 3-4 hours. With Spotlight, that time is reduced to one hour.

"It only took us a short amount of time to determine that the acquisition of the Quest solutionswas an important next step in ensuring our environment was secure. We have definitely seen an immediate return on investment with Quest!"

Core Functionality

Reporter allows you to tighten security and ensure compliance by collecting, storing, and reporting on configuration data in your Windows environment.

ActiveRoles Direct makes day-to-day Active Directory administration easy and secure.

Spotlight on Active Directory provides the necessary troubleshooting and diagnostic capabilities needed to resolve issues when monitors raise alerts.

About ADT

Celebrating its 130th anniversary, ADT Security Services, Inc., a business unit of Tyco Fire & Security, is the largest provider of electronic security services to nearly six million commercial, government and residential customers throughout the United States. ADT's total security solutions include intrusion, fire protection, closed circuit television, access control, critical condition monitoring, electronic article surveillance and integrated systems. For additional information, go to www.adt.com.