



Telecom slashes AD recovery time

Telefónica España enables fast recovery of both individual objects and entire domains with Quest® solutions.



“Thanks to Recovery Manager for Active Directory, if an operational errors results in the deletion of an AD object, we can restore the object in seconds instead of hours.”

IT Manager, Telefónica España

CUSTOMER PROFILE

Telefónica

Company Telefónica España
Industry Telecommunications
Country Spain
Employees 33.000
Website www.telefonica.es/es/

BUSINESS NEED

To ensure reliable, high-quality services, Telefónica España needed to be able to quickly restore both individual AD objects and entire AD forests.

SOLUTION

With Recovery Manager for Active Directory and Recovery Manager for Active Directory Forest Edition, the company can now recover individual objects in minutes, without taking AD offline, and restore an entire AD forest in just few hours. As a result, the IT team can resolve issues before they affect their users, while also having more time for more strategic initiatives.

BENEFITS

- Reduces risk of service problems by enabling easy granular recovery of individual AD objects or attributes in minutes, rather than hours
- Ensures reliable disaster recovery by enabling complete, automated recovery of an AD forest in hours instead of days
- Enables IT to be more efficient by automating and streamlining recovery tasks
- Delivers peace of mind

SOLUTIONS AT A GLANCE

- Microsoft platform management

Today, telecommunications is an essential service for individuals and businesses alike, as vital as ground transportation or the electric power grid. That's why the IT Team at Telefónica España is always looking for the best tools and technologies to ensure top-quality services. A key piece of the puzzle is ensuring that they can quickly recover data — whether it's a single file that an employee accidentally deleted or an entire Active Directory (AD) forest that crashed. For this critical functionality, Telefónica España relies on backup and recovery solutions from Quest.

“Being able to restore an AD forest in hours instead days is priceless. Now I can sleep peacefully.”

IT Manager, Telefónica España

CRITICAL SERVICES MERIT BEST-IN-CLASS SOLUTIONS

Created in 1924, Telefónica is one of the largest telecommunication companies in the world, operating in 21 countries and serving more than 322 million clients. Telefónica España is the largest company in the Telefónica group, and often takes the lead in technology initiatives, seeking the best solutions on the market to ensure high-quality services to both internal and external customers.

Telefónica España has a very complex IT environment, with more than 33,000 users and thousands of servers. Years ago, the IT team relied on native tools to restore objects. However, these tools were never intended to be a comprehensive recovery solution, so the recovery process was too slow to meet business needs and required a great deal of effort from the IT team, taking time away from their other critical responsibilities. For example, restoring an AD object deleted by an operational error could take hours, putting critical business processes at risk. Therefore, the team began looking for a dedicated, comprehensive backup and recovery solution.

The company already had first-hand experience with the quality of Quest® solutions and support. In particular, Telefónica had undergone a restructuring process in which several companies in the group were consolidated using Quest Migration Manager for Active Directory. Because of the success of that migration project, the IT team made sure to investigate solutions from the Quest portfolio

as part of their due diligence for improving their AD recovery processes. They were introduced to Recovery Manager for Active Directory and its sister solution, Recovery Manager for Active Directory Forest Edition.

A proof of concept quickly demonstrated the value of these solutions, and also reinforced the company's confidence in Quest Support. Recovery Manager for Active Directory makes it easy to granularly restore any AD object, including users, attributes, organizational units (OUs), computers, subnets, sites, configurations and Group Policy objects (GPOs) — without restarting domain controllers — so affected users can back to work quickly. Recovery Manager for Active Directory Forest Edition enables quick recovery of an entire forest in the event of a major disaster or corruption, and even enables you to create a virtual lab to test your disaster recovery plans so you know you're prepared for the worst. Even better, the Quest Support team is there to support you with their expertise all along the way.

PRODUCTS & SERVICES

SOFTWARE

Recovery Manager for
Active Directory

Recovery Manager for Active
Directory Forest Edition

SLASHING THE TIME REQUIRED TO RECOVER INDIVIDUAL OBJECTS FROM HOURS TO MINUTES

With Recovery Manager for Active Directory, the IT team at Telefónica España can now recover individual objects in minutes, rather than hours — without taking AD offline. Moreover, they can restore at the attribute level, instead of having to restore an entire object. For example, if someone were to change the membership of a group incorrectly or without proper authorization, the IT team could restore the proper membership without having to restore the entire group.

The IT operations team now regards this live object and attribute recovery capability an absolute necessity. “Thanks to Recovery Manager for Active Directory, if an operational error results in the deletion of an AD object, we can restore the object in seconds instead of hours,” reports the IT manager in charge of Active Directory at Telefónica España. “We have used the solution on many occasions to quickly resolve an issue and ensure continuity of services.”

RESTORING AN ENTIRE DOMAIN IN JUST FEW HOURS

Of course, organizations also have to plan for larger scale disasters or corruption that could bring down an entire AD forest, especially organizations that deliver critical services. The IT team at Telefónica España knows that loss of an Active Directory forest could disrupt the company’s services.

To prevent any Active Directory incidents, Telefónica España has a well-developed disaster recovery plan, and Recovery Manager for Active Directory Forest

Edition is a critical component. With the comprehensive, automated recovery capabilities of this unique solution, the IT team knows that they restore an AD forest quickly and completely. “Being able to restore an AD forest in hours instead of days is priceless,” notes the IT manager. “Now I can sleep peacefully.”

SAVING VALUABLE IT TIME

In addition to delivering peace of mind that Telefónica España can quickly restore data, from a single attribute or object to an entire AD forest, the Recovery Manager solutions have also enabled the IT staff to be more efficient in their daily tasks. “The Recovery Manager administrative console provides a centralized, graphical view of all the backup tasks for the domain controllers and enables me to easily control and automate backup and recovery tasks,” notes the IT manager. “Without this solution, the management of these activities would be a lot more tedious and complex.”

ABOUT QUEST SOFTWARE

Quest Software creates technology and solutions that build the foundation for enterprise AI. Focused on data management and governance, cybersecurity and platform modernization, Quest helps organizations address their most pressing challenges and make the promise of AI a reality. Around the globe, more than 45,000 companies including over 90% of the Fortune 500 count on Quest Software. For more information, visit www.quest.com or follow Quest Software on X (formerly Twitter) and LinkedIn.



View more case studies at Quest.com/Customer-Stories