



Thiess Chooses ActiveRoles Server and Receives Immediate Return on Investment

Established in 1933, Thiess is an integrated engineering and services provider, operating throughout Australia, South East Asia, and the near Pacific. Thiess has close to 10,000 employees that focus on these core disciplines: building, civil, mining, process, environmental services, utilities services, facilities operations and maintenance.

The Challenge

Because Thiess is a geographically diverse organisation, it has become increasingly difficult for the company's corporate IT department to maintain control of the complexities in Active Directory. The ability to grant permissions granularly with Microsoft native tools became cumbersome to Thiess administrators, and the type of delegation they wished to perform was nearly impossible.

Originally, Thiess had decided to purchase Quest ActiveRoles Direct. They were initially sold on the ability to enhance Active Directory's native capabilities and to make each geographic site autonomous with the delegation of tasks. When the decision was made to move to Exchange 2003 company-wide, Thiess turned to Quest Software for a recommendation on a product that would help them with both basic user provisioning, and more importantly for this particular project, Exchange mailbox creation.

The Quest Solution

The Quest team proposed ActiveRoles Server. ActiveRoles Server would allow the Thiess team to accomplish a lot more in a much shorter timeframe with the fast, secure, and efficient way that it automates the user lifecycle.

"We were using ActiveRoles Direct for basic delegation, but when we were faced with the move to Exchange and we wanted to be able to delegate permissions with regard to Exchange, we knew we would have to look elsewhere," said Chris Montgomery, senior systems administrator, Thiess Pty Ltd. We called Quest and they told us about ActiveRoles Server. With this product, we could more granularly delegate tasks and do some basic provisioning as well."

More granular delegation and the ability to perform essential provisioning tasks were the motivating factors behind Thiess' switch. With these added capabilities, help desk individuals were now performing user creation duties, predictably—saving the organisation time and money.

"The help desk could now create a new user by simply filling in a couple of fields," said Montgomery. "Automatic mailbox creation, home directory formation, and shared drive access could all be done through a wizard. Instead of taking us half of a day to set up one user, it now takes five minutes."

It was also important to Thiess that the learning curve for the IT and non-technical people alike be kept to a minimum. The Web interface offered in ActiveRoles Server was an important part of their decision to go with this solution.

"We have some Citrix applications that people within a particular Active Directory group have access to," explained Montgomery. "Now, we can easily and granularly (through the Web interface) delegate or give access to that group. They simply go to the Web page where they have one option to add or remove users. Now that is simple!"

Why Quest

Thiess considers Quest to be the industry standard for Windows Management solutions. Thiess currently owns the entire suite of Quest Spotlight products; Windows, Exchange, SQL, and Active Directory, as well as Recovery Manager for Exchange. Thiess' investment in ActiveRoles Server was a predictable next move since the organisation sees Quest offerings as consistently reliable, stable and historically solid.

Overview

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- Chris Montgomery,
Systems Administrator
Thiess Pty, Ltd.

Headquarters

Thiess Pty Ltd of Brisbane, Australia

Services

Automates user provisioning tasks to reduce administration and get new users up and running faster.

Business Benefits

- Significantly easier user creation
- Faster provisioning for quicker access to other systems and applications
- More secure Active Directory
- Drastically reduce the number of highly paid admins to perform basic tasks

Technology Benefits

- Granular delegation
- Automated user provisioning
- Extensive auditing capabilities

Solution

Quest ActiveRoles Server

"We always look to Quest first because of the quality of the products. And as we start to use ActiveRoles Server in our everyday routine, it becomes more and more obvious that it was the right choice for us."

Business Benefits

Thiess initially deployed ActiveRoles Server at their Corporate Office. Immediate return on investment was evident, as certain everyday IT tasks no longer were assigned to highly skilled, highly paid administrators. Simple delegation was put into the hands of the less technical individuals so the senior administrators could focus on more difficult assignments. Additionally, Thiess was able to accomplish this in a more secure manner.

"With ActiveRoles Server, we are able to limit individuals' access to Active Directory," said Montgomery. "That way, we don't have to give away a lot of native Active Directory permissions."

Technology Benefits

Granular delegation and automated user provisioning were the two most prominent technological benefits immediately reaped from ActiveRoles Server. Thiess also found the solution's ability to audit was an added advantage of using ActiveRoles Server over the native solution.

"With ActiveRoles Server's extensive auditing," said Montgomery, "you can see exactly what was done and who did it. Now, we feel more secure and in control of what is happening in Active Directory. We are very pleased to have this capability."

In the end, the original acquisition of ActiveRoles Direct, though a fine solution for Thiess' simple administration needs, was not able to accomplish the specific requirements that the Thiess environment demanded. ActiveRoles Server, with the added ability to create Exchange mailboxes, delegate more granularly, and provision users, proved to be just what Thiess needed to better manage its Active Directory.

Summary of Benefits

Fast: Automates user provisioning tasks to reduce administration and get new users up and running faster.

Secure: Controls administrative access to Active Directory and other resources; logs all actions in a centralised fashion so administrators can quickly troubleshoot and investigate system issues.

Complete: Manages key user assets, including Active Directory accounts, Exchange mailboxes, and home directories; manages the entire user lifecycle, including provisioning, re-provisioning, and de-provisioning; provides for customisation and extension to accommodate specific requirements in each organisation.

Related Information

Interested in learning about the other Active Directory Management solutions that Quest offers? Check out the AD Management Suite! Visit www.quest.com.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com