

**CASE STUDY GLOBAL RETAILER****THE CUSTOMER**

Fortune Global 500 retail company with an extensive Windows network and large, complex Microsoft Active Directory (AD) environment. Strong company focus on business continuity and cybersecurity, with ongoing executive oversight.

Well-managed IT environment with mature processes and a small but talented team of AD engineers.

AD ENVIRONMENT

- 15 domains
- 500 domain controllers (DCs)
- 1,100 AD sites
- 500 AD sites with DCs
- 60GB AD database (DIT)

When I saw the Semperis solution for the first time, it nearly brought tears of joy to my eyes. It is exactly what I hoped for in an AD recovery tool. Over the years, I've had numerous concerns about forest recovery, and Semperis addresses them all.

InfoSec Identity and Directory Lead

Semperis proves it's up to the task at huge multi-national corporation

The board's mandate was clear: ensure we can bounce back quickly if we're hit by a natural disaster or cyberattack. But for the InfoSec and Directory Services team, recovering the company's expansive Microsoft Active Directory (AD) environment was a tall order. They soon discovered Semperis and were immediately impressed by the company's automated solution for forest recovery. But was this identity and cybersecurity software specialist up to the task of protecting a huge multi-national corporation with millions of customers, partners, and employees across the globe and round-the-clock business operations dependent on AD?

THE BUSINESS CHALLENGE

The Business Continuity Planning (BCP) team charged with implementing the board's mandate had performed an exhaustive review to identify critical applications and the infrastructure they depend on. Microsoft Active Directory (AD) immediately stood out as essential "tier 0" infrastructure that touched every aspect of the company, from store systems and online shopping, to warehousing and logistics, and company email and back office operations. AD also stood out as a significant gap in the company's BC plan.

The InfoSec and Directory Services team was well versed in Microsoft's guide to forest recovery. But even with experienced AD engineers in-house, they knew it could take days or possibly weeks of intensive effort – and system downtime – to recover AD manually. The impact on the business would simply be too great.

THE SEMPERIS SOLUTION

The team performed a thorough evaluation of Semperis Active Directory Forest Recovery (ADFR). First, they tested the functionality of the solution in a variety of disaster scenarios and found that it met all of their needs, including the ability to restore to alternate hardware. Next, they tested the performance of the solution across multiple data centers. Once again, Semperis ADFR satisfied the company's demanding requirements for speed and scalability.

After giving the nod to Semperis and finalizing the deployment plan, the team quickly proceeded with the production install, which they completed entirely on their own. Day-to-day administration has been just as straightforward. In fact, during the first six months of usage, the team has not opened a single support ticket with Semperis. While it's great to know that Semperis is only a phone call away and available 24x7, it's even better when the solution works as intended.



RESULTS

Cyber recovery: If a ransomware, wiper, or other cyberattack takes down Active Directory, the company can quickly rebuild its forests on clean servers and without re-introducing malware, thanks to Semperis's patented Anywhere Recovery and Clean Restore technology.

Distributed and offline backups: Unlike bare metal and system state backups, Semperis backups are small and efficient, which allows the company to maintain backups in multiple locations and offline, for maximum protection, speed, and flexibility during a recovery.

Ongoing product development: The company wanted a solution with both a proven track record and a bright future. With Semperis's strategic product roadmap and history of innovation, that's exactly what they got.

Note: With cyberattacks on the rise, some customers are concerned or unable to share information about safeguards that they have in place. The customer name and identifying details have therefore been excluded from this case study.

+1-703-918-4884
info@semperis.com
www.semperis.com

7 World Trade Center at
250 Greenwich Street, 10th floor
New York NY 10007

Semperis is the pioneer of identity-driven cyber resilience for cross-cloud and hybrid environments. The company provides cyber preparedness, incident response, and disaster recovery solutions for enterprise directory services—the keys to the kingdom. Semperis' patented technology for Microsoft Active Directory protects over 40 million identities from cyberattacks, data breaches, and operational errors. Semperis is headquartered in New York City and operates internationally, with its research and development team distributed between San Francisco and Tel Aviv.

Semperis hosts the award-winning Hybrid Identity Protection conference. The company has received the highest level of industry accolades; most recently being named Best Business Continuity / Disaster Recovery Solution by SC Magazine's 2020 Trust Awards. Semperis is accredited by Microsoft and recognized by Gartner.