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.
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.