

## Getting the Best Value for Your IT Dollar in a Down Economy

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# INTRODUCTION

Are you an IT department leader responsible for making decisions on enterprise purchases that will provide the best return for your company's investment? In today's uncertain economic climate, is your company depending on your IT operation to help facilitate an overall reduction in business costs while increasing business productivity? As the economy edges closer to a recession, organizations across all sectors of today's business world are looking to transform their operations to reflect a leaner business model—one that spends less money to accomplish more with fewer resources.

Sound IT investments are among the best solutions to accomplish this goal. The right investments will help your organization save money and still remain competitive as you navigate through these uncertain economic waters, and help it ramp back up when the economy improves.

This brief will examine solutions benefitting overall business costs and productivity that:

- Automate time-consuming tasks
- Lower administrative costs and save helpdesk time by making end users more self-sufficient
- Extend existing infrastructure to manage other platforms
- Handle mergers and consolidations with greater agility
- Meet compliance objectives cost-effectively
- Address Service Level Agreements (SLAs) and expectations with fewer resources
- Add value in these difficult times and get the best return on your IT dollars

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## BACKGROUND

The current financial crisis—characterized by the failure of investment and commercial banks, a tightening of credit and a plunging stock market—was set in motion in September 2008 and has rippled around the world in a domino effect, resulting in a globally grim economic picture that continues to spiral downward. While economists say the full extent of the slowing economy has not yet been felt, predictions for 2009 indicate significant impact on organizations large and small.

Although the outlook sounds grim, there is some good news for IT. In a recent press release, John Gantz, chief research officer at IDC, identified that

*"...IT is in a better position than ever to resist the downward pull of a slowing economy. Technology is already deeply embedded in many mission-critical operations and remains critical to achieving further efficiency and productivity gains."*

This means that optimizing performance and increasing IT staff productivity are key to getting the best return on investment in 2009. IT organizations will be instrumental in driving down business costs. The challenge is how to do this effectively. While the need for compliance and security is climbing ever higher, budgets and resources will be flat or even declining. However, it **is** possible to thrive in this climate.

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## QUEST SOFTWARE CAN HELP

Quest Software, with its deep IT expertise and established client base of more than 100,000 customers worldwide, has the proven ability to save your company money and improve productivity. Quest solutions will make your IT department leaner and more cost-effective, *and* give you the tools to help your company thrive.

*Quest offers solutions* that eliminate system downtime and slowdowns that impact employee productivity, and help preserve the morale of stressed-out employees who are continually being asked to do more.

*Quest offers solutions* that will automate manual business processes, particularly the manual reporting processes used in Excel, saving the company both time and money.

*Quest offers solutions* that provide cost-saving support for new business offerings—which often require new applications—because we can develop, test, de-bug, roll out and support those new applications very quickly.

*Quest offers solutions* that will increase customer satisfaction and loyalty by moving applications online for direct user access. We can scale and support applications more effectively, allowing your company to reduce operating costs and improve relationships with customers because applications are more convenient, accessible and efficient.

Bottom line, Quest's proven solutions will add value to your organization in these tough times and help you get more performance, productivity and availability from your applications, databases, Windows infrastructure and virtual environments. This, in turn, will point your company toward increased cost-savings and productivity.

The following pages identify some needs to consider when searching for ways to cut costs and improve value in your IT organization.

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# KEY CONSIDERATIONS FOR CHOOSING PRODUCTS TO INCREASE PRODUCTIVITY AND CUT COSTS

## The Need:

**Automatically provision, re-provision and, most importantly, de-provision users quickly**

The automation of user provisioning tasks will reduce administration and get new users up and running faster. An ideal solution should manage all key user assets, as well as the entire user lifecycle, and provide for customization and extension to accommodate an organization's specific requirements. It should provide fast, secure and efficient automation of the user lifecycle, allowing the IT department to accomplish more in significantly less time.

## A Quest Solution:

**ActiveRoles Server** offers granular delegation, automated user provisioning and extensive auditing capabilities. It provides significantly easier user creation, faster provisioning for quicker access to other systems and applications, a more secure Active Directory, and sizeable reductions in the number of highly paid administrators needed to perform basic tasks.

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

*Chris Montgomery, Systems Administrator, Thiess Pty. Ltd.*

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## The Need:

**Allow IT departments to write cleaner, faster code with fewer bugs**

The right solution will automate the development and tuning processes, effectively doubling productivity without adding IT staff. In addition to simplifying database administration tasks and making database development faster and easier, it should allow developers to tune most of their own code before it even goes into production.

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### A Quest Solution:

**TOAD®** is a cross-platform, low-overhead tool that makes database and application development faster and easier, and simplifies day-to-day database administration tasks.

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*"Using Quest's automated approach compared to Oracle's mostly manual approach, we are able to get development work done at least twice as fast."*

**Brian Christensen, Director-IT Business Systems, Cisco Systems**

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### The Need:

**Lower administrative costs by enabling end user self service**

Password resets are the most common support issue, often requiring helpdesk staff to spend large amounts of their time on manual password management. The IT department will save the organization time and money by enabling end users with the self service to carry out administrative tasks such as modifying their Microsoft Exchange contact information with a simple-to-use Web interface, and securely resetting forgotten passwords on their own.

### A Quest Solution:

**Quest® Password Manager** enables the end user to reset forgotten passwords securely, allowing administrators to implement stronger password policies while reducing the help desk workload. Password Manager provides a simple, secure set of password management utilities that allows end users to reset forgotten passwords and unlock their user accounts themselves.

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*"If you can't handle all the calls that come in to the helpdesk—which was our situation before Quest Password Manager—you can't address what you really need to do. Using Password Manager, we streamlined our helpdesk by enabling our users to help themselves."*

**Sean Colt, IT director, Manteca Unified School District**

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The Need:

**Conduct Systems Management across complex, heterogeneous environments without having to rely on multiple disparate management frameworks/tools**

Managing a diverse environment comprised of a combination of Windows systems and a variety of technologies and products from various companies can be a complex and costly operation. IT departments should strive to increase efficiency and reduce both operating costs and IT work load by extending Active Directory and Microsoft System Center to assess, deploy, update and monitor Windows and non-Windows servers, clients and devices.

Quest Solutions:

**Quest Authentication Services** enables organizations to extend the security and compliance of Active Directory to Unix, Linux and Mac platforms and enterprise applications. It addresses the compliance need for cross-platform access control, the operational need for centralized authentication and single sign-on, and enables the unification of identities and directories for simplified identity and access management.

**Quest Management Xtensions** extend the powerful capabilities of the Microsoft System Center family to more than 370 systems, clients and devices, enabling System Center to be a single, end-to-end platform for managing desktops, servers and devices, both in physical and virtual environments.

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*"Without the Quest Management Xtensions for System Center Operations Manager and Configuration Manager, we would have had to dedicate FTE resources to manage our heterogeneous hardware environment, including IBM director, HP Systems Insight Manager and Dell Open Manage. It's helped us prevent having multiple management consoles."*

***Jamie Bakert, Systems Architect, Johns Hopkins University***

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The Need:

**Allow your organization to integrate acquisitions quickly**

Mergers and acquisitions are important to many companies' growth. It is important to ensure seamless communication both between merged organizations and with each organization's customer and partner base. Tools that enable IT departments to do this can help provide a competitive advantage to the business. They must be able to preserve security, provide administrative control and reduce workload by eliminating manual and redundant tasks.

Quest Solutions:

**Quest® Collaboration Services** allows your IT team to plan and execute a seamless migration without interrupting user communication. It enables you to eliminate the time-consuming, manual task of maintaining contact information in several address books, securely synchronize Active Directory and Exchange data between forests and maintain administrative boundaries and security isolation between the organizations.

**Quest Migration Manager for Active Directory** empowers your team to efficiently migrate and restructure your Active Directory, ensuring true coexistence between migrated and unmigrated users. Migration Manager simplifies migration processes and integrates workflow, giving you the highest level of security and providing the features necessary to meet your organization's evolving needs.

**Quest Migration Manager for Exchange** allows you to restructure or consolidate your Exchange 2000/2003/2007 organization. Delivering true coexistence by synchronizing Active Directory and Exchange data--including public folders, calendar information and mailbox data--Migration manager automatically updates your users' Outlook profiles, helping to ensure a seamless, efficient Exchange migration.

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The Need:

**Satisfy regulations or internal information security standards and improve IT operational efficiency with the same budget dollar**

Products that provide “two-for-one” solutions add excellent value to the IT dollar, especially in these unstable economic times. Such a product should provide system transparency and reporting features that capture potential security breach information from the collection of user activity, event logs, network activity trends and other system access-related events. It also should provide the organization with a reliable method of oversight by reviewing the information captured and reported, and facilitating a proactive approach to potential security breaches by alerting IT staff to unusual system activity in real-time.

A Quest Solution:

**InTrust**<sup>®</sup> has powerful reporting features to collect audit logs and create a database that provides an audit trail. Its automated process of collecting and reporting atypical system activities offers additional oversight efficiency for the IT staff, and reduces the risk of negative impact to operations through faster detection of critical system events.

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*“A strong feature of InTrust is its ability to capture audit logs, archive them and allow us to report on them. Without InTrust, someone would need to manually work through audit logs and weed through data for every server—and need to know what to search for in the first place.”*

***Tim Ameredes, CIO, Ohio Department of Insurance***

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**The Need:**

**Spend less time finding and resolving performance problems across the application infrastructure**

IT customers expect a level of quality in IT department service that cannot be compromised by extensive time spent finding the cause of problems throughout the system. A solution that saves time and money and locates the root cause of an outage or other problem will provide key stakeholders with notifications of problems before they affect end users, and help achieve performance and availability service levels by validating application performance from the end user's perspective.

**A Quest Solution:**

**Foglight®** is an application management solution that maximizes application performance and availability by providing proactive monitoring and real-time diagnostics from end user to database. It allows IT staff to improve the application's performance and availability to meet or exceed service levels and increase end-user satisfaction.

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*"Foglight® allows you to set up your own rules and alerts, which provides my team with great flexibility and ease of use in understanding our application's performance. Being able to identify an issue and quickly drill down to the application or database responsible for the problem helps greatly reduce mean time to resolution"*

**Bob Heist, IT Operations Manager, JT3**

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The Need:

**Reduce the time and costs associated with outages in Active Directory and Exchange, and provide quick backup and accurate recovery**

Accidental deletions of data can be costly and time-consuming when an organization has to bring its domain controller offline to recover the data. An optimal solution to this problem will simplify the process of data recovery by removing the prolonged guesswork typically associated with the traditional recovery process. It ensures rapid access to deleted data, supports granular recovery and is easy to use.

Quest Solutions:

**Recovery Manager for Active Directory** provides wizard-based procedures to rapidly recover Active Directory, and allows individual directory objects, object attributes, or the entire Active Directory database to be restored remotely. It offers the unique feature of online granular restore to recover individual directory objects or object attributes without taking the domain controller offline or impacting users logged onto the network.

**Recovery Manager for Exchange** allows individual, message-level items to be restored from regular Exchange backups, un-mounted .edb information stores and Lotus Domino .nsf files without using a dedicated recovery server. Fast searches of backed-up attachment content, public folders and public folder hierarchies in Microsoft Exchange and Lotus Domino are based on sender; recipient; date; subject; message keyword or attachment keyword.

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*"The last time I did an authoritative restore on a domain controller, it took approximately four hours to figure it all out and get it done correctly. Recovery Manager allows us to complete that operation in literally 10 minutes. It improves recovery time by at least 75 to 80 percent."*

**Joe Davis, Senior Architect, Tyco Healthcare**

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The Need:

**Speed backup and recovery and reduce storage costs for diverse, high volume databases**

DBAs are faced with massive challenges managing the backup and recovery processes of their evolving database environments. Not only are they tasked with managing more data, but also more database instances. In multi-platform environments, shrinking or flat-lined IT budgets bring added pressure to ensure that database backups take up the smallest footprint across the organization and investments in existing infrastructure are preserved. Organizations need a fast and flexible backup and recovery solution that will back up and recover data quickly, securely and efficiently; automate manual processes and maximize existing hardware and software resources.

Quest Solution:

**A Quest Solution: *LiteSpeed*** is a fast and flexible backup and recovery solution for Oracle and SQL Server databases. LiteSpeed allows DBAs to easily maintain complete control over the backup and recovery process. It provides an enterprise view of the backup and recovery environment as well as flexible backup and recovery options, including file attachments to backups, restoration of individual database objects, and simplifying of data migration to any SQL Server. LiteSpeed's low-impact, high-performance compression technology enables users to reduce storage costs, as well as SQL backup and recovery windows. LiteSpeed's backup engine compresses data up to 95 percent—taking less than half the time required by other backup solutions –and speeds restore times by up to 70 percent.

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*"With LiteSpeed, we have seen a 50 percent reduction in the time to perform our backups and a massive 70 percent decrease in disc storage required. When dealing with multiple OLTP databases in excess of 400 Gigabytes and data warehousing environments in excess of four terabytes, the reduction in cost is very welcome."*

***Allen Prinsloo, Senior Database Administrator, Sage Telecom***

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## CONCLUSION

As IT managers today are increasingly called upon to boost productivity and cut costs in their companies' pursuit of leaner business operations, they will find Quest Software to be a partner of choice—a strong, growing partner that has experienced steady, consecutive growth for more than 10 years. In fact, Quest was one of the few software companies to grow during the previous downturn in 2001–2002.

Quest Software is committed to giving you what you need most and delivering products that allow you to get more return on your IT investment. Quest products are accompanied by world-class support all the way from pre-sales to ongoing technical support, with the online Support Link serving as a single source for all kinds of technical issues. A recent customer survey showed that 97 percent of Quest customers are satisfied with their support engineer, and 92 percent are satisfied with their support experience overall.

Best bang for your buck. World class support. A strong, growing partner committed to providing what you need most. Quest Software can help *you* help your company navigate through these difficult economic times and emerge stronger and leaner when the tide turns.

Visit [www.quest.com](http://www.quest.com) today to learn more about Quest Software and how we can help.

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*"Quest has really gone above and beyond and provided us with a partnership rather than just a point source for software."*

**David Wascom, CIO & VP of IT Services, Summit Electric**

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*"I don't usually do blind purchases, but I've used Quest in the past. I trust Quest. And with Password Manager, Quest has once again come through with the perfect product at the perfect price."*

**Sean Colt, IT Director, Manteca Unified School District**

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## ABOUT THE AUTHOR

Aggie Haslup, vice president, worldwide marketing, is responsible for developing and executing the Quest Software corporate and product marketing strategies across North America, EMEA and the Asia Pacific region. She joined Quest with its acquisition of Aelita Software, where she was vice president of marketing and product management.

Earlier she was with Frontstep, an ERP software provider, where she held management-level positions in business development, product management and industry partnership development, forging relationships with Microsoft and other strategic partners. During her 25+ years in technology and marketing, Haslup has contributed business expertise to ABB, Legent Corporation and its predecessor, Goal Systems. Haslup began her career in IT at Marathon Oil Company, where she held various management-level positions. She holds a bachelor of science in mathematics and an MBA in marketing.

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## ABOUT QUEST SOFTWARE, INC.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 100,000 customers worldwide meet higher expectations for enterprise IT. Quest provides customers with client management as well as server and desktop virtualization solutions through its subsidiaries, ScriptLogic and Vizioncore. Quest Software can be found in offices around the globe and at [www.quest.com](http://www.quest.com).

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### Contacting Quest Support

Quest Support is available to customers who have a trial version of a Quest product or who have purchased a commercial version and have a valid maintenance contract. Quest Support provides around the clock coverage with SupportLink, our web self-service. Visit SupportLink at <http://support.quest.com>

From SupportLink, you can do the following:

Quickly find thousands of solutions (Knowledgebase articles/documents).

- Download patches and upgrades.
- Seek help from a Support engineer.
- Log and update your case, and check its status.

View the ***Global Support Guide*** for a detailed explanation of support programs, online services, contact information, and policy and procedures. The guide is available at: [http://support.quest.com/pdfs/Global\\_Support\\_Guide.pdf](http://support.quest.com/pdfs/Global_Support_Guide.pdf)