

# Insurance group ensures business continuity by slashing Active Directory recovery time.

Quest®

P&V Group gets peace of mind that it can restore operations in hours — instead of days or weeks — with hybrid Active Directory recovery solutions from Quest.

## P&V Group

Country: **Belgium**

Industry: **Insurance**

Website: <https://www.pv.be/nl>

### Fast Active Directory recovery is a vital form of business insurance.

As one of the largest insurance firms in Belgium, P&V Group is acutely aware of the importance of having the right insurance in place in case of disaster. Knowing that Active Directory and Azure AD are essential for vital business processes across the organization, the insurer wanted the most efficient and effective hybrid Active Directory backup and recovery solution on the market.

With solutions from Quest, P&V Group now has peace of mind that it can restore operations quickly after a cyberattack such as ransomware, domain controller failure or corruption, or other disaster. Moreover, the company has kept the Quest tools in place despite a recent focus on streamlining its solution inventory to use Microsoft tools whenever appropriate, because the Quest solutions provide recovery speed and quality unmatched by native options — enabling restoration of business processes in hours, not days or weeks.

### About this case study

P&V Group recognized that in the event of a ransomware attack or other disaster, speedy recovery of its hybrid Active Directory would be vital — the longer AD is down, the longer the business is down. However, with only native tools at hand, the IT team knew that recovery could easily take days or even weeks, seriously damaging both the company's bottom line and its reputation in the marketplace.

### Solution

With hybrid Active Directory recovery solutions from Quest, P&V Group has slashed recovery time for its hybrid AD — and its business operations — to mere minutes or hours. Plus, the tools facilitate safe upgrades and other critical IT processes.

### Benefits

- Provides peace of mind that an AD disaster will not become a business disaster by slashing AD recovery time from days or weeks to just hours
- Facilitates system upgrades, demos and other scenarios that require quick restore of a working copy of Active Directory
- Delivered quick time to value, with full deployment, testing and training complete in less than a week

### Solutions at a glance

- [Microsoft Platform Management](https://www.quest.com/microsoft-platform-management)

## Active Directory and Azure AD are vital to business operations — and more.

Founded in 1907, P&V Group is a cooperative insurance group whose mission is to offer fair protection as widely as possible, on the best terms possible. This approach has enabled the company to grow into the seventh largest insurer in Belgium, with more than 5.7% market share. The group provides insurance solutions to individuals, businesses, institutions and the public sector through multiple distribution channels and brands, including P&V Insurance and VIVIUM.

P&V Group has a hybrid IT environment, and Active Directory plays a critical role. “We have two identity repositories, Active Directory and Azure Active Directory, which are the basis of almost 90 percent of our single sign-on landscape,” explains Krist Cappelle, information security program manager at P&V Group. “So Active Directory is mission critical at the highest level. If Active Directory is down for an hour or a day, then the company is down for an hour or a day. It’s as simple as that.”

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Moreover, because of the nature of its business, the damage from any significant Active Directory downtime would extend far beyond concerns about lost revenue. “For an insurance company, reputation is everything,” Cappelle says. “We simply cannot afford to have to admit in the news that we have been hacked and will be out of business for days or weeks due to ransomware or another cyberattack. So knowing that we can quickly recover Active Directory and Azure AD to restore normal operations is vital for us.”

## With native tools, recovery can take weeks.

Microsoft provides some options for Active Directory recovery — but P&V Group was rightly concerned that the process would be far too slow. Indeed, Microsoft’s “[Active Directory Forest Recovery Guide](#)” document outlines some 40 high-level steps that must be performed correctly and in the proper sequence — on each domain controller. Moreover, many of these steps involve command-line operations that AD administrators are not familiar with, so it’s very easy to make mistakes and have to start over.

“Fortunately, we never had a real disaster, so we never had to find out exactly what a full AD disaster recovery would have involved,” notes Cappelle. “But I believe that if we had to rely on native Microsoft restore, it would have taken us days or even weeks to return to a fully operational state because it’s a manual process that’s time consuming and error prone.”

## With solutions from Quest, recovery takes minutes or hours.

Since P&V Group is an insurance company, management understood the value of ensuring quick restoration of business operations in case of disaster. A pair of powerful Active Directory recovery solutions from Quest — Recovery Manager for Active Directory Disaster Recovery Edition and On Demand Recovery — rose to the top of the candidate list almost immediately.

“We found out that Recovery Manager is one of the only, if not the only, solution on the market that would enable us to do restore to a fully working operational status in hours instead of days or weeks,” recalls Cappelle. “And pairing it with On Demand Recovery gives us complete disaster recovery across our hybrid IT ecosystem.”

### PRODUCTS AND SERVICES

#### Software

- [Recovery Manager for Active Directory Disaster Recovery Edition](#)
- [On Demand Recovery](#)

Recovery Manager for Active Directory Disaster Recovery Edition enables P&V Group to handle any AD disaster or recovery scenario, from attribute changes to SYSVOL corruption to full AD forest disasters. In fact, it automates the entire AD forest recovery process, including the 40+ steps outlined in Microsoft's AD forest recovery best practices. Plus, it gives the IT team the flexibility to choose the recovery method that works best in a given situation, whether that's phased recovery, bare metal recovery, or restoring to a clean OS on their choice of physical machine or on-prem or cloud-hosted virtual machine (VM).

By integrating Recovery Manager with On Demand Recovery, P&V Group gains a complete hybrid recovery solution with a single recovery dashboard for both hybrid and cloud-only objects. The dashboard includes details and capabilities that native tools do not provide, such as the changed value, object type and restore options. The IT team can easily run difference reports to determine what changes have been made to on-premises AD or Azure AD and can restore those changes directly from the report.

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*Krist Cappelle, Information Security Program Manager, P&V Group*

**Quest delivers quick time to value — and peace of mind.**

The IT team at P&V Group was impressed with how easy the Quest solutions were to deploy. "We had the Quest tools completely set up in less than seven days, including performing multiple test restores and training our engineers," Cappelle says. "All that in less than seven days — that is quite impressive."

With the solutions in place, P&V Group immediately gained peace of mind. "We were impressed how little time is needed to do a complete recovery from almost nothing with the Quest solutions. With native tools, a restore would take days or weeks; with Quest, we can be fully operational again in hours," explains Cappelle. "Plus, after we installed Recovery Manager, we discovered that it would also be invaluable in helping us with Active Directory upgrades and in tests or demo situations where we need to quickly restore a working copy of our existing Active Directory."

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Plus, the Quest solutions help reduce the risk from one of today's most devastating cyberattack vectors: ransomware. Recovery Manager enables P&V Group to back up its Active Directory to secure storage to help ensure it cannot be altered by ransomware. Moreover, the solution dramatically reduces the risk of reinfection from an infected backup by checking the backup for signs of ransomware before it is used for a restore operation, and enabling restore to a clean operating system, which uses only the files required for the restore operation, skipping components where ransomware can hide, such as the Boot volume.

**Professional support is as valuable as professional tools.**

The IT team at P&V Group is as satisfied with Quest services as they are with Recovery Manager and On Demand Recovery. "Quest Professional Services added enormous value to the project," says Cappelle. "Our representative knows the product inside out and answered all our questions, even deeply technical questions, in a professional way."

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Plus, the team knows that the Quest technical support team is ready and able to deliver expert assistance as well. “If we ever need to do a disaster recovery, we will need technical support from Quest,” Cappelle notes. “The enormous support we’ve received from Quest already gives us confidence that we will get the technical support we will need to successfully restore operations in the least amount of time.”

### **Native tools are free, but fast recovery is priceless.**

Like most organizations today, P&V Group is eager to find ways to reduce unnecessary costs. Naturally, that includes identifying extraneous IT tools to reduce licensing expenditures. “Since Microsoft has invested huge amounts of money into enhancing security, we have been working to streamline our security landscape using native tools. We have eliminated a number of point solutions from our budget,” Cappelle explains. “But we kept Quest Recovery Manager and On Demand Recovery because Microsoft has no tools that are remotely comparable. Being able to restore operations in hours rather than days or weeks is simply vital to our business.”

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### **About Quest**

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.