

Johnson Matthey accelerates AD consolidation

Johnson Matthey strikes gold with Quest® AD management and migration solutions, consolidating 27 forests and 10,000 users into one AD within eight months



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Stephen Way, Divisional IT Director, Johnson Matthey Plc

Quest™

CUSTOMER PROFILE



Company	Johnson Matthey Plc
Industry	Chemicals
Country	U.K.
Employees	10,000
Website	www.matthey.com

BUSINESS NEED

Johnson Matthey needed to consolidate its 27 AD forests into one single AD within a tight deadline. After migration, it needed to effectively manage the new AD, including the delegation of admin rights to each office for local access management. In addition, to ensure security and comply with industry regulations, the company needed to be able to audit changes to its AD.

SOLUTION

Johnson Matthey found Quest® Migration Manager for Active Directory to be the most comprehensive AD migration solution on the market. For AD management, Active Roles “leapt out as the best solution.” In addition, Change Auditor for Active Directory was chosen to provide AD security.

BENEFITS

- Ensured a smooth directory consolidation with no data loss or business disruption
- Cut migration time by 83 percent, from four years to eight months
- Reduced local admin support by 98 percent, freeing them to focus on other important tasks
- Improved security
- Enabled compliance with industry regulations

SOLUTIONS AT A GLANCE

- Microsoft platform migration, and consolidation
- Active Directory management

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Johnson Matthey is a leading multinational specialty chemicals and precious metals company, supplying to a wide range of technology industries. A Financial Times Stock Exchange (FTSE) 100 company, the organization has operations in more than 30 countries across the globe and employs around 10,000 people. When it needed to update and consolidate its IT infrastructure, Johnson Matthey turned to Quest.

Historically, Johnson Matthey had structured its organization, including its IT environment, in a devolved way. In particular, 27 Active Directory (AD) forests were deployed around the company, enabling its numerous offices around the globe to run autonomously. This had worked well for many years.

However, the organization’s recent growth led to a need for a more centralized approach, one with better integration with existing systems and more effective communication and collaboration between different locations. This would give, for example, its teams of 1,200 researchers greater visibility into each other’s work, such as finding new applications for catalysts and submitting patent applications.

AN AMBITIOUS GOAL: CONSOLIDATE 27 AD FORESTS IN JUST A FEW MONTHS

It soon became apparent that the company needed a single directory structure with a Global Address List (GAL) that would include the entire organization. A company-wide directory consolidation project was defined to merge the 27 AD forests, comprising 10,000 users, into one single AD. The project was led by Stephen Way, divisional IT director at Johnson Matthey.

Various approaches were considered, but with a deadline looming only months away, the company recognized that outside help was required. “We were very aware that we would only have one attempt at this project — there was no room for error,” said Way. “We had to find a way to eliminate the risk of failure and to meet our tight deadline.”

Johnson Matthey realized it would also need a tool to manage the new, consolidated AD

structure, and that tool needed to enable the company to delegate AD admin rights to the local admins. “We were consolidating all 27 forests into a single AD, but we still needed our local IT admin staff to manage the computers, servers and accounts at each of the local offices,” explained Way.

Johnson Matthey also wanted to address the increased security risk of having a single directory. Specifically, it needed a solution to audit changes to AD with full details about the changes and who made them.

ACTIVE ROLES LED THE WAY

Johnson Matthey researched the market for AD management solutions and selected One Identity Active Roles. Active Roles provides out-of-the-box user and group account management, strictly enforced role-based security, day-to-day identity administration, and built-in auditing and reporting for Windows-centric environments. The solution delivers a delegated administration model to ensure correct access and tight security, as well as automated workflows and user self-service to reduce the costs associated with user provisioning.

This choice led Johnson Matthey to evaluate the Quest AD migration product as well. “Active Roles leapt out as the best solution, and firmly placed Migration Manager for Active Directory on the radar for our consolidation project,” noted Way.

Migration Manager for Active Directory enables organizations to efficiently migrate and restructure their Active Directory, ensuring coexistence between migrated and non-migrated users.

PRODUCTS & SERVICES

SOFTWARE

Change Auditor for .
Active Directory.

Migration Manager for .
Active Directory.

Active Roles.

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To address its security concerns, Johnson Matthey selected Change Auditor for Active Directory from Quest. Change Auditor proactively tracks, audits, reports and alerts on vital configuration changes — in real time and without the overhead of native auditing. You will instantly know who made what change when, where and from which workstation. Change Auditor generates intelligent, in-depth forensics for auditors and reduces the risks associated with day-to-day modifications.

FAST MIGRATION WITH NO DATA LOSS

Johnson Matthey used Migration Manager for Active Directory to successfully consolidate its AD structure with minimal impact on users and no data loss. “The Quest migration solution enabled a smooth transfer — 100 percent of employees were able to receive their emails afterward, and the majority of users were unaware of the move,” said Way. “The rollback feature was used to a small degree a couple of times and was a lifesaver; without it, hundreds of users would have experienced data loss and disruption.”

Furthermore, the Quest migration solution cut the migration time by 83 percent, enabling Johnson Matthey to meet its migration goal. “Migration Manager exceeded our expectations,” commented Way. “We completed the migration in eight months, whereas a manual approach would have taken us at least four years.”

EASY, CONSISTENT AD MANAGEMENT

Post-migration, Active Roles has enabled Johnson Matthey to enforce IT security policies throughout the organization and to standardize on account naming conventions and structures. “With the growth of social

networking, our network has become more porous, which in turn has driven the need for greater security,” explained Way. “Active Roles has improved our security because we can enforce our policies in a way that we couldn’t previously.”

Active Roles has also delivered significant time savings for IT staff. “The work of the local administrators is managed by Active Roles’ delegated admin rights, which reduces the time spent on repetitive tasks, leaving more time to focus on value-added activities for their businesses,” explained Way. “Support calls from the administrators have decreased by 98 percent, from five or six calls per day to only one or two calls per month.”

COMPREHENSIVE CHANGE MANAGEMENT FOR PEACE OF MIND

Change Auditor has delivered the additional security required by Johnson Matthey. “Our single AD opened up new possibilities of access, so we needed to apply increased levels of security to be certain that we could protect our intellectual property rights, as they are the lifeblood of our business,” explained Way. “Change Auditor gives us peace of mind that our business is protected and that we are complying with industry regulations.”

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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