

Customer Case Study

Bupa Arabia

Using Genesis to fully Optimise an Active Directory in 3 Days



Bupa Arabia were experiencing huge administrative overheads because of an overly complicated Group Policy implementation. The foundation of Group Policy architecture is the Active Directory so the imperative with Bupa Arabia was to sort out their Active Directory - then they could fix Group Policy.

Bupa Arabia (In their own words)

Bupa Arabia is a publicly traded medical insurance company with a SAR400 million paid up capital. We are a leading specialised insurer focused solely on healthcare. Bupa Arabia is part of the global healthcare organisation Bupa.

We have more than 10 years of local knowledge, and the Bupa Group has over 60 years of medical expertise making Bupa your first choice in medical insurance.

Bupa offers quality medical cover for companies operating in all parts of the Kingdom – from small companies to large institutions, as well as families. All Bupa schemes satisfy the requirements of health insurance regulations.

Expertise in health care

Bupa Arabia are the first specialised insurer in Saudi Arabia exclusively focused on healthcare.

For further information about Bupa Arabia please visit their web site:

<http://www.bupa.com.sa>

The Situation

The Bupa Arabia Group Policy architecture had evolved over a period of years, but in the process had mutated into something vastly complicated and unwieldy. This resulted in a huge administrative overhead for Bupa Arabia because the senior IT Managers were spending far too much time trying to get Group Policy to apply as they wished.

An over complicated Group Policy architecture is often the symptom of an under optimised Active Directory - defined as an Active Directory that is not meeting the needs of the host business.

A business audit of the Active Directory also revealed a lack of Role Based Authority which manifested itself in an over-population of the senior authority groups - *Domain Admins* & *Enterprise Admins* - which is a major compromising of any infrastructure security.

If you would like further information or would like to see a demonstration of Genesis then please do not hesitate to contact us. Reference sites are available upon request.

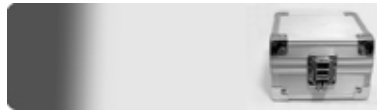
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Customer Testimony

"Administering our Group Policy was a challenge as our user base started to grow significantly. A micro audit highlighted the reasons behind these challenges and other potential issues. We decided to be proactive and use Genesis to optimise our Active Directory to ensure that it is resilient to the business needs now and in the future. It was amazing that it only took 3 days for Genesis to be implemented and now we have a robust and optimised Active Directory and the challenges surrounding Group Policy have gone."

Sam Alejaga, IT Manager, Bupa Arabia



Project scope

Group Policy clarity and integrity relies on the foundations provided by Active Directory architecture, therefore the logical place to begin resolving Bupa Arabia's Policy problems was with the Active Directory architecture.

The decision was made to replace the existing Active Directory architecture and build a new, fully optimised Active Directory which would incorporate Role Based Authority and upon which new Group Policy architecture could be built

The project was broken down into 2 major parts:

- Active Directory optimisation for Bupa Arabia
- Migration of objects from current directory into new structures

Genesis RKeyTec were commissioned to optimise the Active Directory and author a migration plan for Bupa Arabia to move their existing objects into the new, fully optimised Active Directory.

Genesis

Genesis RKeyTec used Genesis to build the base Active Directory Architecture along side the existing Bupa Arabia architecture. The new architecture was built in moments and provided 90% of the functionality required by Bupa Arabia. The additional 10% was provided by extending the Genesis architecture to accommodate the Bupa Arabia company specific requirements.

One aspect of the Active Directory architecture delivered by Genesis is the fully fledged Group Policy architecture. This architecture has a fully documented design philosophy and complies with all current Group Policy best practices. This was a key element for Bupa Arabia because it allowed them to regain total control of the application of group Policy and vastly reduce administrative overhead.

The Role Based Authority that comes with Genesis fully secured the Group Policies architecture so that unauthorised changes to Group Policy were not possible.

After the Active Directory optimisation the senior Bupa Arabia administrators regained complete environmental control over their domain.

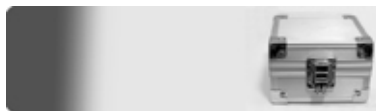
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Genesis - Case Study

Bupa Arabia

Continued . . .



The Basics of an Active Directory Implementation

Active Directory Installation

Most of us have this. This doesn't provide the true value of Active Directory



Active Directory Optimisation

Surprisingly few people have this, but Genesis can do this for you



Successful Active Directory Implementation

This is where we all want to get to!

What Genesis Does

Genesis will create prefabricated architecture within your Active Directory - this is achieved by running Genesis.

Once you have your base architecture in place it can be extended to suit your requirements. This is a process that can be achieved in about 3 days for a typical 500 users organisation. Including documentation.

Genesis has been proven time and again in production environments all over the world. It is this that enables us to guarantee the level of result you will achieve if you use Genesis to optimise your Active Directory.

The Benefits of using Genesis

After a Genesis Installation your Active Directory will be:

Fully Secured - the Genesis architecture brings you true role based authority and is so strong that it protects itself from the degradation of uncontrolled change

Fully Flexible - the Genesis architecture instantly fulfils the 90% of Active Directory requirements that all organisations share, and is then easily extended to realise the final 10% of requirements that are unique to your organisation

Fully Documented - the Genesis architecture complies with all the appropriate standards and best practice

Bupa Arabia Active Directory Optimisation Project

Genesis RKeyTec were on site for a period of 3 days during which they accomplished the following:

- Build the new Active Directory architecture using Genesis
- Extend the Active Directory architecture for Bupa Arabia specific requirements
- Perform a full analysis on existing Group Policy architecture and determine the level of environmental control required
- Devise and implement the Group Policy adaptations that would fulfil Bupa Arabia Group Policy requirements
- Devise a migration plan to be implemented by Bupa Arabia administrators

Genesis was used to deliver fully optimised, prefabricated architecture into the Bupa Arabia Active Directory. This architecture was then extended to accommodate Bupa Arabia specific requirements. This process took 1 working day to achieve whereas to achieve this level of Active Directory optimisation could take 6 months using traditional consultancy.

The extra time available was used to analyse the existing Group Policy application and settings so that all requirements would be available in the new architecture.

A migration plan along with key recommendations was devised and given to Bupa Arabia so that the migration could be conducted within the constraints of their operating environment and in a timescale that most suited them.

None of the above would have been possible within this short period of time if it wasn't for the prefabricated, fully optimised architecture delivered by Genesis.

The Customer in Numbers

Customer Profile

- Employees: 400
- Sites: 3

Hardware

- Servers 35
- Client PCs 350
- Laptops: 45
- Terminal Servers: 7

Infrastructure

- Domains: 1
- IT Staff 6

What They Run

Operating Systems

- Servers: Server 2003
- Clients: XP, Vista

Main Software

- Email: Exchange 2007
- Other: Sales CRM
Business Intelligence
Financial Apps

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