



Reference: International Active Directory Management for AUDI AG

PROGRESS THROUGH CENTRAL IT MANAGEMENT

The name alone is enough to grab your attention: AUDI – the global brand with four rings and eight factories – from Ingolstadt in Germany to Changchun in China. All the signs indicate that the brand is set to grow further. In 2011 alone, the vehicle manufacturer launched nine new models, delivered around 1.3 million vehicles and grew to over 62,000 employees worldwide. But no matter where in the world the company operates, the maxim ‘one name, one standard’ applies at all AUDI locations. It is also important that this maxim applies to the company’s IT network, in particular, to its Active Directory (abbreviated to AD), as the AD basically functions like a design manual. Just like the components and properties in a design manual, all IT objects in the network are registered in the AD and attributes are allocated allowing users, groups, computers, services, servers, file shares and other devices such as printers and scanners to be managed.

Increased security: satnav, ABS and ARS for AD

AUDI and COMPAREX have worked together since 1995 to support, among other things, the administration and migration of AD office domains. The significant growth of the company has now led to increasing demands for flexible and dynamic IT over the long term. AUDI presently has an AD structure with over 50,000 users and roughly 100,000 IT objects. On this kind of scale, it is no longer feasible to only manage the number of administrative tasks involved centrally. AUDI needed advice and technical support with a new company-wide roles and rights structure that included the assignment of defined objects such as key users, workstations, areas of responsibility and so on. Of course, maximum transparency, the rapid recovery of individual objects and audit-proof documents were also essential.

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Key Facts

INDUSTRY:

Vehicle manufacturer

SOLUTION:

International rights and roles management for the office IT administrators of over 50,000 users at distributed locations

“Our leitmotif ‘Vorsprung durch Technik’ also defines our office IT strategy. In choosing COMPAREX, we’ve found the right partner for AUDI, in terms of their ambition and commitment as well as their solutions. The result is an efficient administration of our IT applications in Germany and in our foreign subsidiaries. Implemented as a finely structured rights concept for managing complex environments, the solution is flexible, dynamic and audit-proof. Thus, the Active Directory serves as a basis for the management of our group-wide IT solutions.”

Dr. Michael Wadosch

Head of IT User/Office Services

AUDI AG



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The legal basis for foreign companies also had to be constantly maintained. In practice, the COMPAREX AD project incorporated the following locations: Neckarsulm (Germany), Győr (Hungary), Brussels (Belgium) and Ingolstadt (Germany). Here, at the AUDI headquarters in Ingolstadt, COMPAREX also began to advise on the conceptual design and validate suitable solutions. AUDI has become synonymous with innovation. This also applied to the implementation of the new AD structure. For COMPAREX, adapting the various IT workflows was crucial, based on an application infrastructure that suited the specific AUDI processes and requirements. The IT management level wanted to be able to centrally track and authenticate the local administrative activities in the international subsidiaries more easily. Thus, a concept has been developed to build up a flexible administrative structure that provides AUDI with a safe task delegation and a reduction in workload as well as administrative costs.

The roles and rights matrix: rollout of Quest software

Who is allowed to do what, when and where in the network? To answer these questions, COMPAREX consultants worked with the AUDI IT team to develop the roles and rights concept. The solution was defined by the following criteria: administration is possible across the various locations, adjustments can be made at short notice, and transparency and data protection requirements must be met. The decision was made to use Microsoft and Quest products. For AUDI, Quest was the ideal choice for managing complex infrastructures on the basis of the powerful Windows server, always with the current patch. The solution now allows administrators to manage, activate, modify and deactivate users quickly and securely in the AD. COMPAREX also implemented further IT management features: automated provisioning of accounts and rights, Microsoft Exchange plus easy-to-use Web interfaces for user or group lifecycle management.

And more than an airbag: backup plus recovery

AUDI requires that all events are stored in an audit-proof manner in the AD and can be retrieved at any time. In close cooperation with data protection and IT security, COMPAREX therefore developed a concept based on Quest InTrust/ChangeAuditor. In addition to storage functions, the solution also provides reporting and warning functions for all event data in the AD. And last but not least: the backup concept. It was not just a matter of recovering the complete AD, the aim was to also be able to recover individual objects and groups without losing any data or attributes. AUDI administrators can now access backups remotely, perform Live Exchange searches and compare source and target directories without any difficulty. This meant that the AD project could be released for operation at AUDI in the summer of 2010. Thanks to flexible user management in the

Active Directory, AUDI is already benefiting from measurable efficiency gains in its IT as well as Vorsprung durch Technik ('progress through technology') at its major European locations.



→ IT Environment

SOFTWARE: Quest ActiveRoles Server, Quest InTrust/ChangeAuditor, Quest Recovery Manager for Active Directory, Microsoft SQL Server 2008, Microsoft Windows Server 2003 R2 & 2008 R2, VMware vSphere 4 virtual servers

HARDWARE: HP ProLiant DL380, HP ProLiant DL580, HP ProLiant BL 620c Blade Center

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