



G-Cloud 15 Service Description

Quest[®]

**Active Directory Solutions with Quest
Software**



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1. Quest Services available

As a Quest Silver partner, Cloud 21 supplies the following solutions to the NHS and public sector organisations:

- Quest On Demand Migration
- Quest Security Guardian
- Quest Recovery Manager for Active Directory
- Quest Enterprise Reporter for Active Directory
- Quest Active Administrator
- Quest PST Flight Deck

Why Purchase Quest Solutions Through Cloud21?

Cloud21 brings extensive NHS experience supporting 200+ trusts, combining Quest's enterprise-grade Active Directory solutions with healthcare-specific understanding. We provide NHS-focused procurement support, healthcare-compliant licensing guidance, DSPT and Cyber Essentials Plus compliance expertise, and access to Quest's full solution portfolio beyond the products listed above.

2. Overview

Cloud21 supplies and implements Quest Software's comprehensive Active Directory solutions for NHS and healthcare organisations. Quest's portfolio addresses the unique challenges of healthcare IT environments, combining enterprise-grade capabilities with healthcare-specific understanding developed through successful worldwide deployments.

Quest solutions deliver measurable operational benefits for NHS trusts. Recovery Manager enables rapid restoration of Active Directory objects or entire forests, preventing potentially days of downtime that would impact clinical system accessibility and patient care. During organisational changes such as mergers, convergence, and restructuring, Quest migration tools ensure uninterrupted clinical operations by consolidating AD users, mailboxes, and Microsoft 365 systems while preserving clinician access to patient records throughout transitions.

The automation of manual Active Directory tasks through Quest's administration and reporting tools frees up weeks of IT staff time annually, allowing NHS teams to redirect these resources toward strategic, patient-focused improvements. Quest's security capabilities strengthen protective boundaries through hybrid AD security assessment, automated threat detection, and intelligent incident response, supporting DSPT and Cyber Essentials Plus compliance while reducing the risk of data breaches affecting sensitive patient information.

Quest solutions maintain system coexistence during infrastructure transitions through password synchronization and user access management across both legacy and new systems. This prevents the workflow disruptions that typically accompany technical changes, ensuring clinicians experience seamless operation regardless of underlying infrastructure modernization.

3. Quest Solutions

The features of the various Quest solutions for the NHS are:

Quest On Demand Migration

- One solution. Many workloads

- Complete control
- Secure migrations
- Governance expertise
- Intelligent diagnostics

Quest Security Guardian

- Hybrid AD security assessment
- Critical asset focus
- Proactive threat prevention
- Automated threat detection
- Intelligent incident response
- Seamless integration

Quest Recovery Manager for Active Directory

- Comprehensive recovery
- Hybrid AD and Azure AD recovery
- Comparison reporting
- Recovery roadmap
- Flexible backup strategies for optimal data protection
- Integration with IT Security Search
- Recovery console fault tolerance
- Delegated recovery

Quest Enterprise Reporter for Active Directory

- Security and compliance visibility
- Pre-migration assessment
- Active Directory change history reports
- Efficient storage
- Separation of duties (SoD)
- Active Directory modernization
- Delegated rights reporting
- Scalable data collection
- Automated reporting workflows
- Customizable reports

Quest Active Administrator

- Intuitive reporting and alerting
- Simplified Group Policy management
- Automated backup and recovery
- AD health assessments

Quest PST Flight Deck

- Zero impact transition
- Automatic cleanup
- Optional AD/AAD deployments
- PST search and identification
- De-duplication and filtering

- Consolidated back-up
- Audit-ready reporting
- Application streaming
- Apple support

Cloud21 as an accredited Silver Partner of Quest Software and is able to supply the full range of Quest solutions beyond those listed here. Please contact us to discuss any requirement you may have.