

Success Highlights

- Eliminated production environment interruptions resulting from native SharePoint content reorganizations
- Ensured comprehensive protection of all SharePoint customizations and farm components
- Automated the replication of SharePoint content between the City's authoring and internet SharePoint environments

Customer Profile

The City of Prince George, known as the “Northern Capital of British Columbia”, is home to more than 77,000 people. Originally famous for its fur trading, today forestry, plywood manufacture, mining, and mills drive the local economy. The City's official website, www.city.pg.bc.ca, is a one-stop shop for citizens to find the latest information about developments in Prince George.

The Challenge

The City deployed Microsoft Office SharePoint Server (MOSS) 2007 to replace its intranet and internet site management system, in order to make the sites more manageable. The city's SharePoint administrators set up a two-farm SharePoint environment, each consisting of a standalone SQL server and a virtual machine containing the front-end web and search servers. Originally, the plan was to devote one farm to internal editorial management, and then publish updates to the external farm nightly using SharePoint's native “Content Deployment Wizard” tool. Unfortunately, when attempting to deploy various site collections, webs, lists, folders, and list items from the internal to external farm for publication, the tool failed to work properly on a regular basis. When it did succeed, though, it did not preserve critical content metadata.

Additionally, the City wanted to put in place a more robust backup and recovery solution than what SharePoint natively provided – one that enabled swift, complete recovery of SharePoint content, as well as efficient recovery from a platform loss, including protection of customizations and registry settings. In searching for tools to meet the City's data protection and deployment requirements, a key goal was to find a single software solution



Customer Location

Prince George, British Columbia

Industry

Government

Platform

Microsoft Office SharePoint Server 2007

Authoring Farm: 1 Front End Web/Search Server, 1 SQL Server
Production Farm: 1 Front End Web/Search Server, 1 SQL Server

Critical Needs

- Selective replication of SharePoint content between farms
- Granular, intelligent data protection for all components and customized farm settings

AvePoint Solution

DocAve Replicator for SharePoint
DocAve Backup and Restore for SharePoint

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SharePoint Administrator, City of Prince George

that could meet both needs.

The AvePoint Solution

After researching the various tools on the market that provided SharePoint data protection and content deployment capabilities, the City purchased *DocAve Replicator for SharePoint* and *DocAve Backup and Restore for SharePoint*. The decision was based on two key factors: First, no other backup technology available provided true, platform-level SharePoint protection, including synchronous protection of all databases and front-end configurations. Second, no vendor could provide both the data protection and deployment capabilities the City's SharePoint administrators required. "Most vendors could either handle backup and recovery, or replication", the City SharePoint Administrator said. "AvePoint was the only one that could handle everything."

Responsive, Expert Customer Support

Throughout the testing, deployment, and configuration phase, AvePoint's support team worked with the City to ensure success. "Every time we encountered a problem, the AvePoint support team would find the issue and fix it within a day or two", the City SharePoint Administrator said.

One of the problems administrators faced involved the replication of content ListIDs. SharePoint, by default, uses the ListID when creating data view web parts, and they had to be converted across servers. According to the City, when the administrators used imported data view web parts, they would not convert properly.

Both the high-quality solution set and AvePoint's dedicated support team helped the City go through with a full deployment of both DocAve solutions in August 2009.

Seamless, Granular SharePoint Content Synchronization

After configuring DocAve, the City immediately put the solutions to work. With DocAve Replicator's ability to conduct real-time one-way, two-way, and one-to-many synchronization of SharePoint content and farms, the City was able to select exactly which pieces of content to move to the external farm. Administrators configured DocAve to perform a twice-daily replication of all sites to the internet farm, in addition to conducting hourly replications of higher-profile items.

Iron-Clad Data Protection

With DocAve Backup and Restore, the City performs full nightly backups of the entire SharePoint environment, empowering SharePoint administrators to restore accidentally deleted SharePoint items directly to their production

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environment efficiently and completely, and restore platform-level components quickly without excessively burdening IT staff.

The Bottom Line

By leveraging DocAve Replicator, the City has been able to deploy an intelligent and automated means to replicate SharePoint content from their authoring site to their internet site, thereby streamlining delivery of critical information to the City's citizens. Utilizing DocAve Backup and Restore, all of the City's SharePoint platform components are now fully protected and easily recoverable.

"AvePoint's tools have really given my team the breathing room they needed to stop worrying about our SharePoint data protection and delivery goals, and focus more on our strategic objectives. The tools and the AvePoint support team really blew us away", the City SharePoint Administrator said. "The staff is always more than willing to work with us to ensure the product works exactly the way it needs to for us."

About AvePoint

AvePoint is a global technology company and software innovator headquartered in the United States. Since its founding in 2001, AvePoint has become the world's largest provider of infrastructure management software solutions for Microsoft SharePoint Products and Technologies. Propelled by the world's largest SharePoint-exclusive research & development team, AvePoint is the premier provider for EPG, SMB, Mid-Market and Government organizations demanding the most powerful and flexible infrastructure management solutions for their SharePoint environments and assets. AvePoint's award-winning DocAve Software Platform is recognized as the industry standard for comprehensive and scalable SharePoint backup and recovery, administration, replication, migration, archiving, deployment management, reporting, storage optimization, and content lifecycle management.

AvePoint is headquartered and maintains its principle engineering center in Jersey City, NJ, with wholly owned sales and engineering centers in the USA - San Jose, Los Angeles, Seattle, Chicago, Washington DC, Houston, Boston; Ontario, Canada; Melbourne, Australia; London, United Kingdom; Munich, Germany; Johannesburg, South Africa; Tokyo, Japan; Singapore; and China - Beijing, Changchun, Dalian. AvePoint's global team, fortified by an expansive network of certified partners, helps more than 6,000 enterprise customers - including many Fortune 500 companies and government agencies - to protect, manage, optimize, and integrate their mission-critical SharePoint environments. AvePoint is a Depth Managed Gold Certified Microsoft Partner and GSA provider.

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