

Success Highlights

- Quickly restore item-level SharePoint content directly to its production environment
- Create flexible backup schedules according to specific business needs
- Considering additional DocAve tools as its SharePoint usage continues to grow

Customer Profile

GFA Consulting Group, with 350 employees, is a German-based consulting company in the field of international development cooperation. GFA SysCom, with 15 employees, is a subsidiary of GFA Consulting Group, specializing in delivering IT consulting and SharePoint solutions.

The Challenge

As a company committed to providing small-and-medium sized clientele products and guidance on how to best steward electronic data and knowledge across their enterprises, it was no surprise GFA Consulting Group decided to purchase Microsoft Office SharePoint Server (MOSS) 2007 in order to begin moving emails, documents, addresses, tasks, and projects from myriad file servers onto one centralized platform for document management and collaboration.

Immediately after deploying its MOSS 2007, GFA Consulting Group realized the native data protection functionality via STSADM command line tool backups was not sufficient. For starters, STSADM backups only cover entire databases and fail frequently.

Furthermore, when item-level restoration of content was necessary due to an accidentally deleted document or site, administrators would have to reconstitute the entire backup image to a staging database, then export the restored document into the production environment. This process consumed precious time and resources, and did not even recover the restored object's metadata.

“DocAve was definitely the solution for us.”
Andreas Hentzien – Chief Executive Officer, GFA SysCom



Customer Location

Hamburg, Germany

Industry

Consulting

Platform

Microsoft Office SharePoint Server 2007: 1 Front End Web Server, 1 SQL Server

Critical Needs

- Flexible backup solution that could granularly protect content according to business criticality
- Restore individual Lists, Libraries, Sites, Site Collections, and documents with full fidelity
- A data protection solution with a simple, intuitive graphical user interface

AvePoint Solution

DocAve Backup and Restore for SharePoint

GFA Consulting Group turned to Microsoft Data Protection Manager to try and avoid these STSADM pitfalls, but the company found the solution too complicated and inflexible to meet its specific business needs of restoring single items, sites, lists, or libraries. Microsoft Data Protection Manager requires a devoted restore farm as a restore target, which is difficult to accomplish because that farm must have the exact same configurations as the live farm an organization deploys.

In order to find a simpler, intuitive solution that could comprehensively protect its SharePoint environment, Andreas Hentzien, chief executive officer of GFA SysCom – the IT service provider subsidiary of GFA Consulting with a specialization in SharePoint – began his search for a third-party data protection solution.

The AvePoint Solution

After taking advantage of AvePoint's free, fully enabled 30-day trial of the DocAve Software Platform, GFA Consulting Group purchased *DocAve Backup and Restore for SharePoint* in January 2010. "We were looking for a solution that would actually work in an emergency situation – and DocAve was definitely the solution for us", Hentzien said.

Comprehensive SharePoint Data Protection

Immediately, GFA Consulting Group put DocAve Backup and Restore to work. Using the solution's flexible backup scheduler, the company's IT administrators were able to schedule a series of backup plans – full, incremental, and differential – set to run according to the content's criticality to the business.

Now, the entire SharePoint environment – from individual items and sites to web applications, content databases, index servers and IIS settings – were fully protected. The content was backed up with full fidelity, meaning all of its associated metadata, securities, version histories, and customized layouts were preserved.

GFA Consulting Group can now also restore individual items, lists, libraries, or sites that are either corrupted or accidentally deleted quickly with DocAve. The module's graphical Time Restore Controller enables GFA Consulting Group's IT administrators to locate the content in question and restore it with full fidelity directly to the production environment. The point-and-click tree mode delivered the simplicity GFA Consulting Group required. "DocAve's user interface is so straightforward and easy to understand", Hentzien added.

Stellar Service and Support

Throughout the entire purchase and configuration process, AvePoint's service and support staff ensured that GFA Consulting Group's implementation of DocAve went off without a hitch. "AvePoint's sales and support staff were

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friendly, helpful, and displayed a great deal of knowledge”, Hentzien said. “The technicians had a deep knowledge of the product and were able to help us with all of our questions.”

The Bottom Line

Using DocAve Backup and Restore, GFA Consulting Group can create a flexible, granular backup regime for its mission-critical SharePoint data and content. Furthermore, the company can now restore individual items directly into its SharePoint production environment quickly and with full fidelity.

The success the company has realized so far with DocAve has led the company to consider additional modules from the DocAve Software Platform, including *DocAve Archiver for SharePoint*. With all prior documents and other content for past projects still in GFA Consulting Group’s SharePoint environment, the tool’s ability to automate the process of offloading this dormant content to tiered storage, and apply granular retention periods that are aligned with business or compliance requirements can be a great help as the company’s SharePoint usage evolves.

“At first, we wanted to just stick with AvePoint for DocAve Backup and Restore, but the other solutions AvePoint offers – including DocAve Archiver – are extremely interesting to us, so we are going to evaluate how they could fit with our SharePoint needs”, Hentzien said.

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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