

TMF GROUP

Customer Location
Amsterdam, Netherlands

Industry
Financial Services

Platform
Microsoft Office SharePoint
Server 2007
2 Front End Web Servers, 1
Cluster
SQL Server (housing both
production and development
farms)

Critical Needs

- Granular restoration of select SharePoint content with full fidelity
- Flexible backup scheduling capabilities
- Minimal business disruption while restoring deleted/ corrupted SharePoint content

AvePoint Solution

DocAve Backup and Restore for SharePoint

“AvePoint’s support and service is very good.”

Remco Gerrets – Manager,
Research & Development, TMF
Netherlands BV

Case Study: TMF Netherlands BV Strengthens its Microsoft SharePoint Data Protection Capabilities with DocAve[®]

Success Highlights

- Enabled fast, efficient, and complete restoration of SharePoint individual libraries and lists following accidental deletion
- Scheduled multiple SharePoint data protection plans, according to criticality of discrete data
- Allowed for remote (off-site) monitoring of SharePoint data protection routines

Customer Profile

TMF Netherlands BV is a subsidiary of TMF Group. With 86 offices in 65 countries, TMF is the world’s leading independent provider of accounting and corporate secretarial services, specialising in bookkeeping, registrar, human resources, and payroll services.

The Challenge

With approximately 3,500 end-users spread amongst 86 offices in 65 countries, ensuring that all key TMF staff have access to the most relevant information is of paramount importance. For this reason, three years ago TMF first moved onto SharePoint Portal Server 2003, and then quickly migrated to Microsoft Office SharePoint Server 2007 (MOSS) to create a company-wide intranet.

TMF deployed a small MOSS environment consisting of one Front End Web server and one clustered SQL Server that housed its development and production farms. Early on, administrators realised the native backup and restore capabilities SharePoint did not meet TMF’s stringent, internal Service Level Agreements (SLAs) with regard to data accessibility.



TMF administrators originally were utilising SharePoint's STSADM command line tool to perform backup and recovery, but they proved unreliable (when it came to successfully executing) and inefficient (when it came time to restore deleted content). Using STSADM, backup jobs often failed. In order to restore a single SharePoint item, administrators would have to reconstitute the backup image to a staging database, and then export the restored document into the production environment. Not only is business disrupted during this process, but it is also time consuming, resource intensive, and all of the restored object's metadata is lost.

Because SharePoint natively didn't provide the level of granular, metadata-preserved data protection TMF required, Remco Gerrets, manager for research and development at TMF Netherlands BV, began researching the various thirdparty tools on the market.

The AvePoint Solution

After testing numerous third-party SharePoint backup and recovery tools, TMF purchased *DocAve Backup and Restore for SharePoint* in April 2009. The intuitive user interface and granular restoration of individual SharePoint items within the production farm played key roles in the final decision. "AvePoint's data protection solution was so much clearer than the other vendors' offerings", he said.

Seamless, Granular Restoration of SharePoint Items

Within the first two weeks of deploying DocAve, TMF put DocAve Backup and Restore to work to granularly restore lists and libraries that had been accidentally deleted. TMF administrators used DocAve's graphical Time Restore Controller to locate the desired content, and restored it directly to the production environment with full fidelity.

"With DocAve, we can be connected to restore while our system is up and running, and I didn't have to plan any downtime", Gerrets said. "That saves our company time and money, which is extremely convenient."

Flexible & Dependable Backup Scheduling

TMF administrators also used DocAve to implement a comprehensive SharePoint data protection strategy. Using DocAve's flexible backup scheduler, Gerrets scheduled a series of backup plans for various Site Collections and Sites, set to run at frequencies based upon the content's criticality to the business and frequency of usage. Gerrets currently protects TMF SharePoint data via four different backup schedules: one daily incremental and weekly full backup for the main intranet content, and one daily incremental and one full for all of the organisation's My Sites. With various backups occurring on a regular basis, Gerrets is thankful for AvePoint's Job Manager. "It's fantastic that AvePoint can send me an email message I can check on the train to work telling me that backups have been successfully finished", he said. "It's a huge advantage over having to go into the server each morning and manually check if procedures finalised properly."

Stellar Service and Support

Throughout the entire testing, procurement, and deployment process, Gerrets was impressed with AvePoint's sales and support teams and the high-quality service they delivered.

"We have very clear communication with AvePoint", he said. "Whenever we have an issue, we receive an immediate response. AvePoint's service and support is very good."

"Without DocAve, we'd have to devote a lot of time and resources to restore individual SharePoint items, and that was something we definitely were not looking for."



The Bottom Line

Using DocAve Backup and Restore, TMF can quickly restore SharePoint content without disrupting business, saving the company time and money. With DocAve, administrators can automate flexible SharePoint backup plans according to the organisation's specific business needs – and receive status updates via email, so they can take action quickly if necessary.

“Without DocAve, we'd have to devote a lot of time and resources to restore individual SharePoint items, and that was something we definitely were not looking for”, Gerrets concluded.

About AvePoint

AvePoint is a global technology company and proven software leader. Since its founding in 2001, AvePoint has become one of the world's largest providers of infrastructure management software solutions for SharePoint, offering a fully integrated solution for SharePoint lifecycle management. Propelled by one of the world's largest SharePoint-exclusive research & development teams, AvePoint helps more than 8,000 customers – including many Fortune 500 companies and government agencies – meet their specific business objectives by unleashing SharePoint's full potential. AvePoint, Inc. is headquartered and maintains its principle engineering centre in Jersey City, NJ, with wholly owned sales and engineering centres in the USA, Canada, Australia, United Kingdom, France, Germany, Sweden, Japan, Singapore, and China. AvePoint is a Depth Managed Microsoft Gold Certified Portals and Collaboration Partner and Gold Certified ISV Partner as well as US Government GSA provider via strategic partnerships.

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