

Ngee Ann Polytechnic Uses DocAve® to Protect its SharePoint Content and Infrastructure

CASE STUDY

Success Highlights

- Enabled granular restoration of SharePoint content, maintaining all metadata
- Reduced content restoration times from one hour to five minutes
- Has provided SharePoint administrators more time to devote to expanding SharePoint usage university-wide

Customer Profile

Ngee Ann Polytechnic is one of Singapore's leading institutions of higher learning, with eight affiliated schools offering a total of 47 full-time diploma courses and numerous part-time diploma programs. The Polytechnic offers students a holistic learning experience through the Ngee Ann Learning Model (NLM), which emphasizes balanced and broad-based education.

The Challenge

The Polytechnic deployed Microsoft Office SharePoint Server (MOSS) in early 2008 to serve as a central document repository, corporate intranet, and collaboration platform for its administrators, teachers, and students. Composed of 14 production servers, Polytechnic's large SharePoint farm stewards dozens of Site Collections and Sites that must be maintained in order for the most up-to-date, relevant information to be made available to the Polytechnic's faculty, staff, and students. Early on in the deployment, it became clear that granular restoration of individual SharePoint sites and content was time consuming and extremely difficult.

"The Recycle Bin feature in MOSS 2007 is good for restoring files from the first and second level in the Recycle Bin", said Keith Wong, systems analyst for The Polytechnic. "However, if a document in a document library was deleted, for example, it was not as easy or straightforward to get these mission-critical files back without doing a batch command to restore the site with the STSADM command line tool."

It was this pain point which led The Polytechnic to begin searching for a third-party vendor that could provide a more comprehensive backup and restore technology for their SharePoint environment. The requirements were straight

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Keith Wong – Systems Analyst, Ngee Ann Polytechnic



Customer Location

Singapore

Industry

Education

Platform

Microsoft Office SharePoint Server 2007

Critical Needs

- Quick restoration of individual documents accidentally deleted or corrupted
- Restoration of all associated metadata attached to SharePoint items
- Passionate and responsive technical support staff to ensure successful implementation

AvePoint Solution

DocAve Backup and Restore for SharePoint

forward: The solution must be able to perform item-level restorations quickly, and all associated metadata – including timestamps – must be preserved during the restoration.

The AvePoint Solution

After researching the SharePoint data protection solutions of several different vendors, the Polytechnic purchased *DocAve Backup and Restore for SharePoint* in March 2009. The granular, item-level restoration capabilities first attracted Keith to the solution – but it was the tools ability to restore content with full fidelity that set the product apart. “With DocAve I can restore with all the metadata, which is so important, and which the others couldn’t do”, he said.

Before DocAve, it would take up to an hour to restore a site – including the time to find the URL, script it, restore it to another place, re-download the site, and place it back into production. With AvePoint, it takes five minutes. “DocAve is definitely valuable in terms of the time savings”, Keith said. “Restores can happen in just a few clicks with AvePoint – and that is important.”

Equally as important was the high level of support Keith and his team received from AvePoint’s support staff during the configuration process. “I really like AvePoint’s support”, he recalled. “The warm responses I would get from AvePoint’s technical support were a major value-add. Their engineers even came on-site to help out when we were running into complications.”

The Bottom Line

Using DocAve Backup and Restore, The Polytechnic can now perform quick, item-level restorations of single documents, Sites, and other SharePoint elements that have been accidentally deleted or corrupted with full fidelity. This capability has given the Polytechnic the confidence it needs in the security and safety of SharePoint to expand its use of the platform.

“We are very happy with our DocAve solution. We have no complaints at this point, and look forward to using additional DocAve tools as we move forward in our SharePoint usage”, Keith concluded.

About AvePoint

AvePoint is a global technology company and software innovator. Since 2001, AvePoint has been a leader in enterprise-strength infrastructure management solutions for the world’s most popular collaboration platforms. Propelled by one of the world’s largest development teams, AvePoint’s award-winning DocAve and Atlas Software Platforms deliver comprehensive and flexible infrastructure support for SharePoint backup and recovery, replication, migration, administration, archiving, storage optimization, deployment management, compliance, and SharePoint-Salesforce.com integration.

AvePoint’s pioneering technology pilots the products of OEM partners such as NetApp and IBM. With headquarters, research facilities, and engineering centers in Jersey City, NJ, and wholly owned engineering centers and sales offices in San Jose, Los Angeles, Chicago, Washington D.C., and Houston, USA; London, UK; Melbourne, Australia; Munich, Germany; Tokyo, Japan; Singapore; and Changchun, Dalian, China, AvePoint serves over 5,000 enterprise customers, including many Fortune 500 companies. Winner of Best of Tech Ed award for “Best SharePoint Product” in 2008, AvePoint is a Depth Managed Gold Certified Microsoft Partner and GSA Certified Provider.

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