



Customer Location
United Kingdom

Industry
Financial Services

Platform
Microsoft Office SharePoint
Server 2007

Critical Needs

- Automated deployment of customisations and solutions from development through production farms
- Streamlined management of permissions, securities, and SharePoint hierarchies deployment-wide
- All-encompassing backup of SharePoint assets with granular, full-fidelity recovery capabilities

AvePoint Solution
DocAve Administrator
DocAve Auditor
DocAve Backup and Restore
DocAve Content Manager
DocAve Deployment Manager

“AvePoint’s support team is absolutely excellent.”

-Ewan Courtney, Head of IT Platform Services, Henderson Global Investors

Case Study:

Henderson Global Investors Bolsters Microsoft[®] SharePoint[®] Adoption with DocAve[®]

Success Highlights

- Instilled a culture of proactive governance in its SharePoint environment with bolstered data protection, compliance, management, and administration capabilities
- Swiftly reorganised and restructured content and site hierarchies
- Automated the deployment of solutions and customisations from staging environments through to production farms
- Granularly selected data to be migrated and pruned older, unused data

Customer Profile

Established in 1934, Henderson is a leading independent global asset management firm. The company provides its institutional, retail and high net-worth clients with access to skilled investment professionals representing a broad range of asset classes, including equities, fixed income, property and private equity. Henderson is one of Europe’s largest investment managers, with £74.4 billion assets under management and employed around 1,100 people worldwide (as of 30 June 2011).

The Challenge

In 2008, Henderson deployed SharePoint Server 2007 for improved collaboration, information sharing, and document workflow among its operations staff, research & e-business teams, as well as a document repository to house research notes from its Socially Responsible Investments team. While serving 150 employees currently, SharePoint will be expanded to host the entire organisation’s intranet and serve all employees worldwide.



Henderson quickly encountered several issues with SharePoint Server 2007's native functionality:

- **Data Protection** – Backups do not take into account the entire SharePoint environment – including externalized content and components such as 12 Hive and GAC. Restoring accidentally deleted or corrupted documents and sites could only be completed by reconstituting the entire backup image to a staging database, then exporting the restored document to the production environment stripped of all metadata.
- **Administration** – SharePoint 2007 doesn't provide an efficient way to add and delete users, or grant them permissions and securities, for each site. Nor does it enable one-pane access to vital SharePoint infrastructure, health, and usage statistics. Natively, it is a manual, site-by-site process.
- **Content Management** – Henderson needed a way to deploy content and solutions from development environments through to its production environment, while preserving all metadata and customizations. Furthermore, the organisation wanted an easy way to restructure site collections and hierarchies as the deployment matured without relying upon STSADM command line tool or manually copying and pasting code.

Because Henderson's SharePoint 2007 environment did not possess the data protection, administration, and content management necessary for the organisation to reap the platform's full benefits, administrators began looking for a third-party solution.

The AvePoint Solution

After assessing the market-leading infrastructure management solutions, Henderson purchased *DocAve Administrator*, *DocAve Auditor*, *DocAve Backup and Restore*, *DocAve Content Manager*, *DocAve*

Deployment Manager, *DocAve Monitor*, and *DocAve SiteBin*.

"AvePoint's DocAve Software Platform was the only solution that offered the range of functionality we required in one fully integrated product," said Ewan Courtney, Head of IT Platform Services at Henderson. "DocAve's tools are robust, tested, and proven in the SharePoint market."

Ewan recalls the installation process for DocAve as being easy and straightforward despite its rich set of features and functionality. "DocAve can improve SharePoint in countless ways, so we were afraid of there being a steep learning curve," he said. "AvePoint's support team is absolutely excellent – we were able to engage directly with a real, live support resource who could solve any issues we had extremely quickly."

Comprehensive Backup and Recovery of Critical SharePoint Assets

DocAve Backup and Restore's backup scheduler and exclusive Business Criticality Matrix enabled Henderson to craft an intelligent backup and disaster recovery regime according to the content's criticality to the business as well as its IT compliance needs. Henderson operates full daily backups, but can run more frequent ones when requested by business owners. Using DocAve SiteBin, administrators can instantly restore sites and site collections in the exact state they were pre-deletion directly to the production environment, reducing Recovery Point Objectives to zero, maintaining business continuity.

Robust, Deployment-Wide SharePoint Management

DocAve Administrator enables Henderson to view, search, manage, report, and replicate settings, configurations, and securities across the entire SharePoint farm – consisting of 150 users – from a



single interface. *DocAve Monitor* provides a cohesive view into the entire SharePoint environment, including all servers and their functions, relationships, roles, services, and system health. *DocAve Auditor* gives Henderson administrators the oversight necessary to monitor who publishes lists or makes changes. “DocAve is helping us promote governance best practices throughout our organisation,” Ewan said.

Automated Deployment of SharePoint Customisations & Solutions

Henderson has a team of developers charged with creating customised applications and solutions meant to tailor SharePoint 2007 to fit its specific, evolving business needs. DocAve Deployment Manager ensures each solution or customisation is an exact clone of each other, from staging through to production farms. DocAve Content Manager quickly copies live contents to different locations, servers and farms in Henderson’s SharePoint environment with a two-URL tree system – enabling administrators to restructure sites and site collections without causing disruptions to day-to-day business.

The Bottom Line

Henderson can now ensure that it not only addresses the current data protection, administration, and content management needs for its SharePoint 2007 environment, but has the flexibility to continue ensuring its SharePoint deployment meets evolving business requirements, particularly as the organisation plans to migrate to Microsoft SharePoint Server 2010 and also host the entire intranet on the platform.

“As SharePoint becomes more critical in our organisation, it is imperative we ensure the environment ties into a mature database infrastructure plan,” Ewan said. “AvePoint’s DocAve Software Platform not only addressed our immediate needs, but we are confident

it will work hand-in-hand with our plans to increase SharePoint adoption and usage throughout our enterprise.”

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 lifecycle 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, Germany, 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.

AvePoint UK Ltd.:
16 St. Martin’s le Grand
London, United Kingdom EC1A 4EN
+44 (0) 207 397 8400
www.avepoint.co.uk