

Success Highlights

- Granularly restores deleted SharePoint documents with full fidelity in 5 minutes
- Performs full database restorations in approximately 15 minutes
- Bolstered end-user confidence and improved user adoption of SharePoint platform

Customer Profile

Synthon is an international pharmaceutical company that develops and manufactures specialty generic medicines. Employing approximately 2,000 worldwide, Synthon is headquartered in the Netherlands and has subsidiaries in eight other countries.

The Challenge

With nearly 2,000 knowledge workers spread globally, it is important they can all utilize one platform in order to keep everyone informed on the latest information pertinent to their business. Furthermore, a platform was necessary for geo-distributed employees to come together and collaborate on mission-critical projects. Consequently, Synthon purchased Microsoft Office SharePoint Server 2007 to act as a corporate intranet, collaboration portal, and news portal.

Immediately, Synthon administrators ran into a critical data protection challenge with Shared Service Providers (SSP). A new feature in MOSS 2007, SSPs can import all profile information from Active Directory once, and then various web applications could consume the data. Major services handled by the SSP include Profiles and Audiences, My Sites, Search, all Excel services, and the Business Data Catalog. Within the SharePoint environment, SSPs are their own site collections.

When the SSP set up by Synthon did not work properly and needed to be restored, native SharePoint STSADM command line backup and restore functionality did not allow for the granular restoration of the SSP. The entire SharePoint environment had to be reconstituted to a staging database before restoring the corrupted content into the production environment. Not only did this consume valuable time and resources, it also was stripped of all metadata.

“No one else had the complete package like AvePoint.”

Maikel Hendriks – IT Engineer, Synthon



Customer Location

Nijmegen, Netherlands

Industry

Pharmaceuticals

Platform

Microsoft Office SharePoint Server 2007
2 Front End Web Servers, 1 Application Server, 1 Index Server, 2 SQL Servers (cluster)

Critical Needs

- Granularly restore individual Site Collections, Sites, and documents
- Retain associated metadata for all recovered SharePoint items
- Limit business disruption while restoring deleted/corrupted content

AvePoint Solution

- *DocAve Backup and Restore for SharePoint*

Because SharePoint did not natively provide a data protection solution sufficient for Synthon's needs, Maikel Hendriks, an IT engineer for Synthon, began his search for a third-party data protection solution.

The AvePoint Solution

After testing numerous third-party SharePoint backup and recovery tools, Synthon purchased DocAve Backup and Restore for SharePoint in April 2009. The module's granular, item-through-platform level data protection with full fidelity immediately attracted the organization. "No one else had the complete package like AvePoint", Hendriks said.

Seamless. Granular Restoration of SharePoint Items

Immediately, DocAve's ability to granularly restore individual pieces of SharePoint content was put to the test. One user had accidentally deleted a document from a SharePoint site, and it was not in the MOSS 2007 Recycle Bin. By using DocAve Backup and Restore's graphical Time Restore Controller, Hendriks located the document and restored it – with full fidelity – directly to the production environment. It only took five minutes. "DocAve's granular restoration is really quick and extremely helpful", he said.

Stellar Service and Support

Throughout the entire purchase and implementation process, AvePoint's sales and support teams consistently delivered quick, efficient service whenever Synthon called upon them. While the installation went off without a hitch thanks to AvePoint's documentation, there was a small issue involving the roles of agents used for different servers. "We contacted AvePoint's support team and explained the problem", Hendriks said. "The staff gave us the solution for the problem quickly and expeditiously."

The Bottom Line

Using DocAve Backup and Restore, Synthon can now restore individual Site Collections, Sites, and documents quickly and with all its associated metadata. With the vaccine for insufficient data protection procured, this pharmaceutical giant is now entirely assured it can fully realize the unfettered collaboration potential SharePoint has to offer.

"Thanks to DocAve, we are not scared anymore that we won't be able to restore the documents we're using", Hendriks said. "The users are also more confident with our SharePoint environment with AvePoint."

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.

AvePoint EMEA Headquarters:

St. Martin's House
16 St. Martin's le Grand
London
United Kingdom
EC1A 4EN
+44 (0) 207 796 5430
www.avepoint.eu