

### Success Highlights

- Seamlessly migrated all SharePoint content and quickly reorganized site hierarchies in each farm
- Enabled administrators to quickly make batch-level SharePoint management approvals
- Confidently protects data according to stringent service level agreements established by the organisation

### Customer Profile

Univé-VGZ-IZA-Trias is a conglomerate of insurance companies in the Netherlands, providing more than 5 million customers a wide variety of insurance products. With more than 4.2 million policyholders, one quarter of the Dutch population, Univé-VGZ-IZA-Trias is the Netherlands' largest provider of health insurance. Univé-VGZ-IZA-Trias maintains more than 250 offices throughout the country, with headquarters in Arnhem, Netherlands.

### The Challenge

As one of the Netherlands' foremost insurance organisations – with myriad joint partners and subsidiary companies operating under Univé-VGZ-IZA-Trias – a key challenge is ensuring that corporate and client information is standardised, updated in real-time, and consistently available to a geo-distributed team of Univé-VGZ-IZA-Trias staff. Because the insurance industry is heavily regulated, ensuring that all digital assets are archived and maintained in accordance with Dutch and European Union regulations is also an essential need.

To meet these objectives, Univé deployed two small Microsoft Office SharePoint Server farms in 2007, each comprised of one Web Front End (WFE) and one SQL server. “We deployed the first as an internal farm, primarily as a digital archive”, said William Langenhuizen, information worker consultant at Macaw. “It basically became a black box into which we dumped all of our digital assets.” The second farm was deployed to serve VGZ's many third-party suppliers, partners, and customers.

***“I really like the communication with AvePoint.”***

*William Langenhuizen – Information Worker Consultant, Macaw*



#### Customer Location

Arnhem, Netherlands

#### Industry

Insurance

#### Platform

Microsoft Office SharePoint Server 2007

#### Critical Needs

- Granular and full fidelity data protection
- One centralised area to analyse and modify SharePoint security configurations
- A unified SharePoint infrastructure solution

#### AvePoint Solution

DocAve Migrator for SharePoint  
DocAve Content Manager for SharePoint  
DocAve Backup and Restore for SharePoint  
DocAve Administrator for SharePoint

#### Results

- Vastly reduced the amount of time necessary to migrate content
- Global discovery, modification, and reporting for all security settings and configurations
- Comprehensive platform protection and item-level restore capabilities

As Univé and VGZ-IZA-Trias joined into Univé-VGZ-IZA-Trias in 2008, additional SharePoint farms were incorporated into the deployment, which eventually came to include three WFEs, one Index/CA/SSP Server, and a two-node SQL 2008 failover cluster.

Administrators from Univé-VGZ-IZA-Trias soon began experiencing three pain points with regard to the protection and administration of their environments. First, administrators realised that having the ability to backup and recover all the disparate data spread throughout the organisation's various SharePoint farms was absolutely necessary. Since SharePoint was deployed, administrators were relying on SQL Server backups to protect the environment, but Langenhuizen realised the need for more granular and robust capabilities.

For example, the SQL server backups provided no granularity on the recovery side – it was all or nothing. Additionally, SQL backups were not capturing critical SharePoint data that resided outside of the content databases, including the Global Assembly Cache, 12-hive, and the Internet Information Services metabase, making platform-level recovery much more difficult than it had to be.

Second, in order to ensure appropriate governance and access control, administrators sought to consolidate into their single MOSS 2007 farm all of the content residing in the various SharePoint Office Portal Server 2003 farms. Critical to this process was ensuring that all data was migrated with full fidelity (i.e. all metadata was preserved throughout the process). Once the content was consolidated, Univé-VGZ-IZA-Trias administrators required an efficient interface through which to manage all users, configurations, securities, and settings. Because SharePoint's native, decentralised, and object-centric administration functionality does not provide for efficient, global management, Univé-VGZ-IZA-Trias sought a more robust solution.

Finally, Univé-VGZ-IZA-Trias administrators realised that they needed an efficient and streamlined means to move and reorganise content within their unified SharePoint 2007 environment. Though SharePoint provides some limited capabilities for moving discrete objects in SharePoint – be they sites or individual documents – the fact that the native process did not preserve object metadata proved unacceptable.

Consequently, Univé-VGZ-IZA-Trias administrators began to look for third-party tools to help ease these protection, migration, and management challenges. Though the primary objective was to utilise best-of-breed solutions to meet each of the pain points, administrators also hoped to find a single platform that could meet all of their needs. "We wanted something that could deliver multiple modules to satisfy myriad business needs, yet be cohesive and flexible enough to work together and provide a single view", said Langenhuizen.

***"With DocAve, you can create reports and an overview within seconds."***

## The AvePoint Solution

After conducting demonstrations from several third-party vendors, Univé-VGZ-IZA-Trias tested several modules of AvePoint's DocAve Software Platform. According to Langenhuizen, the decision was based upon DocAve's functionality and ease of use. "It was a comprehensive solution that met all of our immediate needs", said Langenhuizen. "And it had the flexibility to satisfy all of our infrastructure management needs into the foreseeable future." In January 2009, Univé-VGZ-IZA-Trias deployed *DocAve Backup and Restore for SharePoint*, *DocAve Administrator for SharePoint*, *DocAve Content Manager for SharePoint*, and *DocAve Migrator for SharePoint* modules.

The installation proved efficient and problem-free. "It's a nice graphical user interface", Langenhuizen said. "I don't remember having any problems with it. It's very easy to use and logical."

### **Migration**

Immediately Univé-VGZ-IZA-Trias put DocAve to work. Leveraging DocAve Migrator, Univé-VGZ-IZA-Trias was able to quickly and seamlessly migrate information with granularity and full fidelity. Utilizing Content Manager, Univé-VGZ-IZA-Trias began a comprehensive reorganisation of their farm's site hierarchies.

"It's definitely saved time and given us the capability to move from left to right", Langenhuizen said. "Not only left to right, but also being able to back up and restore sites, site collections, and databases. You can delve deeper."

### **Management**

With DocAve Administrator, the Univé-VGZ-IZA-Trias team has been able to quickly view security options and configurations across farms in order to make batch-level approvals with ease. "If you wanted to read security configurations for a large number of users or sites in SharePoint natively, you have to click through hundreds of screens", Langenhuizen said. "With DocAve, you can create reports and an overview within seconds."

### **Protection**

Though Univé-VGZ-IZA-Trias has yet to require an item-level restoration within their production environment, administrators used DocAve to build and schedule a comprehensive backup plan aligned with organisational service level agreements. For Langenhuizen, it was paramount to ensure myriad data can be recovered within an acceptable recovery time objective and recovery point objective.

### **Responsive, Local Service**

Throughout the sales, installation, and deployment processes, AvePoint was in constant contact with Univé-VGZ-IZA-Trias administrators to ensure a

## 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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fast and problem-free deployment. “I really like the communication”, Langenhuizen pointed out. “It’s nice to talk in Dutch [having a Dutch AvePoint representative]. We communicate via email with the technical team...which is really fast.”

## **The Bottom Line**

Using DocAve, Univé-VGZ-IZA-Trias is able to protect its mission-critical SharePoint data and platform, and swiftly restore content should it be accidentally deleted or corrupted. Administrators can nimbly move SharePoint content anywhere within the environment in real time, and seamlessly discover, configure, and report upon security permissions at all levels throughout the farm and its user base.

Because of the dexterity, protection, and control DocAve has provided, Univé-VGZ-IZA-Trias administrators and end-users have a renewed confidence in the SharePoint platform, and expect to accelerate its integration into the company’s core business processes. “We have only scratched the surface with regard to what we’d like to do with SharePoint”, said Langenhuizen.

With myriad possibilities, one thing is certain: DocAve will still be there every step of the way. Langenhuizen explained Univé-VGZ-IZA-Trias is currently in talks with AvePoint representatives about continuing to work together moving forward.

“Almost everyone in our company is using SharePoint”, he said, “and we cannot work without it anymore! It is a mission-critical application, and DocAve has helped make that a reality.”