

Success Highlights

- Reduced the time necessary to complete an organisation-wide log-in renaming convention by several weeks
- Crafted a comprehensive, flexible data protection schedule to satisfy stringent Service Level Agreements
- Purchased additional DocAve modules to help create a robust SharePoint governance as the platform's usage grows

Customer Profile

West Yorkshire Fire and Rescue Authority is ranked as the top fire and rescue authority in the region, and one of the best in the country. Its immense responsibilities include enforcing fire prevention, petroleum, and explosives legislation.

The Challenge

Committed to ensuring members of the community have the best fire and rescue services available, it is important for the West Yorkshire Fire and Rescue Service to streamline their business processes as much as possible. Consequently, the organisation deployed Microsoft Office SharePoint Server (MOSS) 2007 for forms development, collaboration, and to act as a central document repository.

Quickly after West Yorkshire Fire Service began using MOSS 2007, administrators realised utilising the native STSADM command line tool for SQL Server backups did not fully protect all aspects of their SharePoint environment, 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. Granular restoration of content – including individual files, list items, and site collections – was also time and resource intensive using native functionality. Administrators would have to reconstitute the entire backup image to a staging database, then export the restored document into the production environment. This process consumed time and resources, and did not recover the restored object's metadata.

Due to the fact that SharePoint natively could not provide the level of

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Katy Pinder – ICT Project Manager, West Yorkshire Fire and Rescue Service



Customer Location

West Yorkshire, United Kingdom

Industry

Public Safety

Platform

Microsoft Office SharePoint Server 2007

Critical Needs

- Granularly restore individual Site Collections, Sites, and documents
- Craft a comprehensive backup plan for all SharePoint components
- Passionate support team committed to helping steward a successful data protection implementation

AvePoint Solution

DocAve Data Protection Suite
DocAve Administration Suite
DocAve Report Center for SharePoint
DocAve Auditor for SharePoint

granularity and protection desired for the organisation, Katy Pinder, ICT Project Manager for West Yorkshire Fire and Rescue Service, began her search for a third-party data protection solution.

The AvePoint Solution

After speaking with multiple SharePoint partners including Black Marble, West Yorkshire Fire and Rescue Service's MOSS implementation partner, the organisation purchased DocAve's Data Protection Suite – including DocAve *Backup and Restore for SharePoint*, DocAve *High Availability for SharePoint*, and DocAve *SiteBin for SharePoint* – in October 2009. "We looked at other third-party protection offerings, but DocAve always led the way", Pinder said. "Everyone we spoke with recommended DocAve, and it made sense to use a solution with which they were pleased."

Comprehensive SharePoint Data Protection

Immediately, West Yorkshire Fire and Rescue Service used DocAve Backup and Restore to implement a comprehensive SharePoint data protection strategy. Using DocAve's flexible backup scheduler and Business Criticality Matrix, the organisation has been able to schedule a series of backup plans – full, differential, and incremental – to run at frequencies based upon the content's criticality to the business. "DocAve gives us the extra level of protection that we need", Pinder said.

DocAve's ability to granularly restore SharePoint content – including individual documents and sites – was also put to the test, as the organisation underwent a change in log-in naming conventions. First, West Yorkshire Fire and Rescue Service would delete My Sites created with old log-in information, and then recreate one with the new naming convention – albeit with no other content that the old site contained. Then, the organisation restored the My Site – with all of its requisite content, data, and metadata – on top of the new one. By using DocAve's graphical Time Restore Controller to locate the My Sites and restore them with full fidelity directly to the production environment, the organisation was able to save time and resources. "DocAve has saved us massive amounts of time with this account renaming", Pinder said. "We wouldn't have been able to do all of this without DocAve. The native STSADM commands would have involved a lot of custom coding and wouldn't have provided a simple, intuitive user interface to allow us to replicate the action multiple times like DocAve did."

Stellar Service and Support

Throughout the entire purchase and configuration process, AvePoint's sales and support teams consistently gave West Yorkshire Fire and Rescue Service the guidance necessary to successfully deploy and maintain DocAve. "We've always found support from AvePoint to be brilliant", Pinder said. "We have found that as we continue to use DocAve, if we run into any issues or have any questions, the AvePoint support team is available to provide us quick, easy fixes. We've been

"DocAve gives you peace of mind that if something should go wrong, we will be back up and running quickly."

dealt with very well.”

The Bottom Line

Using DocAve, West Yorkshire Fire and Rescue Service has been able to restore individual documents and My Sites with full fidelity, successfully complete an organisation-wide log-in renaming convention project, confidently protect all aspects of its MOSS 2007 deployment, and convince higher-level management of the platform’s potential for the organisation.

Due to West Yorkshire Fire and Rescue Service’s success with DocAve’s Data Protection Suite, the organisation recently purchased DocAve *Administration Suite*, DocAve *Report Center for SharePoint*, and DocAve *Auditor for SharePoint* in order to better handle permissions and create a truly comprehensive governance strategy as it eventually moves to Microsoft SharePoint Server 2010.

“We realised quickly that, particularly on the SharePoint administration side, we haven’t necessarily been able to find out where people have access and what they have access to – we want to make that as easy as possible for our help desk”, Pinder said. “Now that we’re testing solutions on our new SharePoint Server 2010 farm, it makes me feel much more comfortable that we have DocAve. We are extremely happy with AvePoint’s solutions, and we know that we made the right choice.”

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 organisations demanding the most powerful and flexible infrastructure management solutions for their SharePoint environments and assets. AvePoint’s award-winning DocAve Software Platform is recognised as the industry standard for comprehensive and scalable SharePoint backup and recovery, administration, replication, migration, archiving, deployment management, reporting, storage optimisation, and content lifecycle management.

AvePoint is headquartered and maintains its principle engineering centre in Jersey City, NJ, with wholly owned sales and engineering centres 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, optimise, and integrate their mission-critical SharePoint environments. AvePoint is a Depth Managed Gold Certified Microsoft Partner and GSA provider.

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