AvePoint Survey Proves Difficulties in End User Management and Governance can Obstruct Successful Microsoft SharePoint Deployments

Almost 60% of respondents find it difficult to manage Microsoft SharePoint end users, yet 45% do not have plans to implement or better governance

London, UK — 13th November, 2012 — A survey of more than 700 IT managers and administrators from public and private sector businesses in Europe, representing more than 1.2 million end users, has found that despite Microsoft SharePoint's importance increasing in enterprise technology strategies, many companies are still struggling to correctly manage and govern the platform.

According to the survey, commissioned by AvePoint, leader in governance and infrastructure management solutions for Microsoft SharePoint, the platform is deployed to support a number of key business needs, including end-user collaboration (93%), document management (88.25%), intranet portals (79.75%) and project management (58.7%). Nearly a third of respondents also use SharePoint to run extranet portals and company websites.

The survey found that 58.5% of respondents find managing end user permissions either "a little difficult" or "extremely difficult". With 20% of respondents representing SharePoint deployments of more than 5,000 end users, it is vital that businesses develop a strong set of governance procedures to simplify this management process. While 30.7% of those surveyed were planning to improve governance policies, more than 45% of respondents had no such intentions.

While almost all SharePoint users saw document management as a key benefit, 47.4% claimed that some legacy data resided elsewhere, despite intentions to migrate it to SharePoint. In fact, 23% of respondents indicated that documents were stored in file systems and networked file shares outside of the SharePoint environment. Interestingly, with user collaboration also a top priority for SharePoint deployments, managing data both inside and outside of SharePoint presents a management challenge with out-of-the-box functionality, potentially limiting ROI and end-user adoption.

Other key findings from the survey include:

- 29.1% of respondents were not aware of which industry regulations impacted their SharePoint environment. With virtually every employee now a 'content creator', it is crucial as a best practice that organisations bring SharePoint in line with existing compliance policies in order to stop the potential exposure of sensitive or classified information.
- Almost 25% of respondents claimed not to have a data protection solution in place to protect their SharePoint data. This again highlights a need to reassess how SharePoint can comply with recovery time objectives (RTOs); without this assurance in place, there is a risk that users will lose trust in SharePoint in the event of a failure.
- 42.2% of those surveyed revealed only expensive Tier 1 storage, such as Microsoft SQL Server, is used to support SharePoint deployments. In order to maximise a businesses' SharePoint ROI, organisations are

encouraged to utilise third-party solutions to move data to Tier 2 or cloud based storage, fully retaining editing and access features from SharePoint.

- 36% of respondents are planning to improve SharePoint infrastructure management, with 95% of projects being deployed in the next year. With the release of SharePoint 2013 in the near future, businesses are looking to upgrade SharePoint deployments to ensure they are not two versions behind the most current platform.

"It is evident that businesses understand the benefits of SharePoint but are still struggling with platform management and security in order to meet compliance and governance obligations," said Dr. Tianyi (TJ) Jiang, AvePoint Co-CEO and Co-Founder. "Having worked with SharePoint since its inception in 2001, AvePoint has unrivalled experience to help provide organisations with the expertise and software tools necessary to help govern and scale their enterprise technology platform investments to meet their critical business needs."

"There is an ever increasing requirement for collaboration and knowledge sharing within our organisation. Using our SharePoint portal, across multiple sites, Avepoint's DocAve and SharePoint admin tools enable us to manage the governance and user access to the portals such that we can audit who is accessing content and manage their permissions with ease," said Allan Ruan, NHS SW London SharePoint Lead. Alan is responsible for delivering SharePoint platforms for the Commissioning Support Unit and a number of South London CCGs (Clinical Commissioning Groups).

About AvePoint

AvePoint is a global technology company and proven software leader. Since its founding in 2001, AvePoint has become the world's largest provider of enterprise-class governance and infrastructure management solutions for Microsoft SharePoint. AvePoint helps more than 10,000 customers – including many Fortune 500 companies and government agencies – meet their specific business objectives utilising the SharePoint platform. AvePoint, Inc. is headquartered and maintains its principal operational centre in Jersey City, NJ, with wholly owned operational centres in the USA, Canada, Australia, South Africa, United Kingdom, France, Germany, Netherlands, Switzerland, Japan, Singapore, and China. AvePoint is a Depth Managed Microsoft Gold Certified Portals and Collaboration Partner and Gold Certified ISV Partner as well as a US Government GSA provider via strategic partnerships.

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