AvePoint®

University of Florida uses DocAve to Manage, Protect, and Optimize its SharePoint Farms

CASE STUDY

Success Highlights

- *Enabled swift, full-fidelity restoration of accidentally deleted SharePoint content with full fidelity.*

- *Streamlined management of all securities and permissions across its multiple SharePoint farms.*

- *Intelligently routed SharePoint content off of Content Databases, improving the performance and scalability of the platform.*

Customer Profile

The University of Florida (UF) is the state's oldest and largest university, with enrollment approaching 50,000 students among its 16 colleges and more than 150 research centers and institutes.

The Challenge

UF recently decided to unify its disparate SharePoint environments spread across 14 of its colleges and departments in the UF system under a central deployment of Microsoft SharePoint Server 2010.

In its project planning phase, the university quickly identified some critical challenges regarding the management, protection, and storage optimization of its burgeoning SharePoint environment. First, with 14 different SharePoint systems being consolidated, the time necessary managing the myriad permissions and securities within the new consolidated farm would be both labor intensive and highly-prone to human error.

Second, the amount of data being centralized into the new system could also be a heavy burden for its active/passive SQL server, in which SharePoint content is natively stored. If the content growth in SharePoint's SQL Server is left unchecked, it can reduce the performance and hinder the scalability of the entire SharePoint environment, harming business productivity and not encouraging end-users to fully utilize the platform's capabilities.

Third, UF administrators were unsatisfied with SharePoint's native backup and restore functionality, both in terms of the efficiency with which they could restore individual items and sites, and the speed with which they could restore the entire platform should a production environment fail. STSADM command line generated backups took too long to perform, often failed, did not provide

Customer Location
Gainesville, Florida

Industry
Education

Platform
Microsoft SharePoint Server 2010: 2 Front End Web Servers, 1 Index Server, 1 Active/Passive SQL Server

Critical Needs
- Flexible, efficient, and platform-wide SharePoint backup capabilities
- Swift, granular restoration of SharePoint content with full fidelity
- Streamlined management of SharePoint security and permissions
- Automated SQL Server storage management, and SharePoint-access to file share content
- Minimizing overall expenses to operate SharePoint

AvePoint Solution
- *DocAve Administrator for SharePoint*
- *DocAve Archiver for SharePoint*
- *DocAve Backup and Restore for SharePoint*
- *DocAve Connector for SharePoint*
- *DocAve Extender for SharePoint*
- *DocAve SiteBin for SharePoint*

> *"AvePoint's support team is fantastic."*
>
> **Michael Buchholz –** *SharePoint Lead, University of Florida*

the restoration granularity administrators desired, and did not protect the critical SharePoint data which reside outside of the content database (e.g. 12 hive, GAC, IIS settings, etc.).

It was these issues that drove Michael Buchholz, lead of the SharePoint project at UF, to search for third-party SharePoint protection and management tools.

The AvePoint Solution

After researching numerous third-party SharePoint providers, UF purchased *DocAve Administrator for SharePoint*, *DocAve Archiver for SharePoint*, *DocAve Backup and Restore for SharePoint*, *DocAve Connector for SharePoint*, *DocAve Extender for SharePoint*, and *DocAve SiteBin for SharePoint*.

"The DocAve Software Platform enabled us to address all of our management, protection, and optimization needs within its unified interface, and had the support team to back it up", Buchholz said. "The AvePoint staff spent well over a half-hour talking to me about the different solutions, and that time and effort made me feel very comfortable with the company."

Intelligent Content Lifecycle Management and Storage Optimization

By utilizing DocAve Archiver, Buchholz set business rules to route all SharePoint content that has not been touched in 30 days onto cheaper storage devices, thereby reducing the amount of SQL space as SharePoint data volume grows. DocAve Extender allowed Buchholz to immediately offload BLOB (Binary Large Object) content cheaper, file-based storage before it reached the SQL content database. As some of the colleges and departments participating in the centralized SharePoint deployment were not migrating prior SharePoint content over, and others wished to simply manage file servers within SharePoint, DocAve Connector met all demands. With the module, Buchholz can attach UF's network file share content to SharePoint, so end-users can leverage the platform to manage and present all of their legacy file share content, including gigabytes of CAD files.

Seamless Administration of Complex SharePoint Farms

As the lead SharePoint administrator for UF, a top priority for Buchholz was having the ability to view, search, manage, report, and replicate settings, configurations, and securities across UF's consolidated SharePoint farm, in bulk and granularly. With DocAve Administrator, this was possible.

"I realize that as I get busier, DocAve Administrator is really going to be helpful in making sure I can apply appropriate governance to the platform, and ensure our end-users can access what they need, when they need it", he said.

Iron-Clad Data Protection

Thanks to DocAve Backup and Restore and DocAve SiteBin, Buchholz now has the data protection solution he desired to quickly restore accidentally deleted

"The DocAve Software Platform enabled us to address everything."

or corrupted SharePoint content quickly and with full metadata preservation. This came in handy when he recently lost some custom development for the base landing page he edited via SharePoint Designer. With DocAve SiteBin, he was able to instantly restore those edits to their exact state prior to deletion – reducing Recovery Point Objectives (RPO) to zero, and Recovery Time Objectives (RTO) to just seconds. With DocAve Backup and Restore, he protects his consolidated SharePoint farm comprehensively, including all web applications, content databases, index servers and IIS settings – and can restore accidentally deleted or corrupted items swiftly and efficiently. "DocAve SiteBin and DocAve Backup and Restore give me peace of mind", commented Buchholz.

Best-in-Class Service and Support

Throughout the entire purchase and configuration process, AvePoint's sales and support teams provided a level of service that exceeded Buchholz's expectations – which was a nice change of pace after having several support-related issues with prior SharePoint infrastructure management providers. "AvePoint's support team is fantastic", Buchholz said. "If I call on the phone, I get right through. If I submit a help ticket online, I get a response within a couple of hours. That really helps, and makes me feel much more comfortable."

The Bottom Line

Using DocAve, UF has ensured robust data protection, streamlined administration, and optimized storage to its burgeoning, centralized SharePoint deployment. With DocAve, UF can:

- Quickly and efficiently restore accidentally deleted or corrupted SharePoint content without harming business productivity;
- Swiftly restore a production SharePoint environment with little manual effort or risk of human-error;
- Deliver appropriate governance through the centralized administration of multiple SharePoint environments, their users and settings;
- Offload dormant SharePoint content off of valuable SQL Server space, improving performance and scalability of the centralized environment, and ensuring a secure content lifecycle;
- Leverage SharePoint as the presentation and management layer for all network file share content, without the need for migration.

"We don't have a lot of manpower, and we really needed a rock-solid solution we would be confident in – and we found that with DocAve", Buchholz concluded.

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 Software Platform delivers 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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