



Customer Location
Novorossiysk, Russia

Industry
Industrials

Platform
Microsoft Office SharePoint
Server 2007: 1 Front End Web
Server, 1 SQL Server

Critical Needs

- Intelligent protection of entire SharePoint environment
- Granular restoration of any item in SharePoint with minimal interruption and data loss
- Streamlined data protection solution for a growing SharePoint environment
- Access to files residing in file shares through SharePoint

AvePoint Solution
DocAve Backup and Restore
for SharePoint
DocAve Connector for
SharePoint

"AvePoint's products met our specific expectations."

- Andrew Bondarenko – Web Specialist, Caspian Pipeline Consortium

Case Study: Caspian Pipeline Consortium Restores Mission-Critical Microsoft SharePoint Content and Connects to File Shares with DocAve[®]

Success Highlights

- Quickly restore all accidentally deleted SharePoint documents with full fidelity
- Intelligently schedule backup of vital SharePoint content according to business-specific criticality
- Eliminate the need for additional disaster servers for document restoration
- Centralize file share assets via SharePoint, providing end-users with a single point of access for content without the need for import

Customer Profile

The Caspian Pipeline Consortium (CPC) crude pipeline system is the largest operating investment project with foreign participation on the territory of the former USSR.

The Challenge

It was vital for CPC to ensure all documents shared by employees were on one platform upon which knowledge workers could collaborate and possess up-to-date information, so CPC purchased Microsoft Office SharePoint Server 2007 to satisfy this business need.

After the implementation, CPC administrators quickly began receiving requests from employees to restore old files or outdated versions of files. As the company's usage of SharePoint grew, so did these requests. Using SharePoint's native data protection capabilities for restoring individual items – namely STSADM command line backups – was time consuming and extremely resource intensive. For administrators to complete this task once, they would have to recreate the entire backup image to a staging database,



and then export the restored document into the production environment. The process also stripped the restored object of all its vital metadata (e.g. Created date, Created by, permissions, etc.).

The CPC also had a large collection of documents housed in file shares which needed to remain in place due to company protocols. However, in order to streamline workflows and optimize collaboration, end-users needed to access the files through SharePoint. Natively, SharePoint provided no means to access this important content through the platform.

Due to the fact that SharePoint does not natively support granular restoration of SharePoint items or allow connection to content stored in file servers, Andrew Bondarenko, Web Specialist for CPC, began his search for third-party solutions.

The AvePoint Solution

After testing various third-party tools, CPC purchased DocAve Backup and Restore for SharePoint and DocAve File Share Connector. DocAve Backup and Restore ultimately won CPC's business with full-fidelity backup and restoration, from an individual content item to an entire SharePoint environment and all of its farm-level components – maintaining all metadata, securities, and version histories. DocAve Connector also enabled CPC's end-users to collaborate upon content residing in network file shares directly through SharePoint without migration. "We tested many solutions, but AvePoint's product met our specific expectations," Bondarenko said.

Seamless, Granular Restoration of any SharePoint Item

Immediately, CPC put DocAve Backup and Restore to work. With DocAve's flexible backup scheduler, CPC

administrators were able to craft intelligent schedule plans for various sites and other SharePoint items, depending upon the content's criticality to CPC's business. The module's ability to granularly restore documents was also quickly put to the test, and has been extremely successful thus far. By utilizing DocAve's graphical, timeline-based Restore Controller, Bondarenko can quickly find the document in question and restore it with full fidelity directly to the production environment. That way, the disruption to business is minimized. "We're asked to restore files that had been deleted a long time ago, and with AvePoint, we can do it so much faster and more efficiently now", he said.

File Share Accessibility Via SharePoint Without Migration

With DocAve Connector, CPC was able to centralize all file share assets in SharePoint, providing end-users with a single point of access for all content. By continuing to house the documents where they were required to stay, CPC also saved valuable space on its SQL server and did not need to carry out a migration process. The content was still amenable to all SharePoint management features, including workflows, alerts, search, custom content-typing and metadata tagging, and permissions management. "Since we did not need to migrate, DocAve Connector saved us a lot of time, and were still able to provide access to files stored on file shares through SharePoint for employees who work remotely," Bondarenko said.

Stellar Service and Support

Throughout the entire purchase and implementation process, AvePoint's sales and support teams consistently made sure the SharePoint administration team at CPC had all the information necessary to ensure a smooth implementation. "AvePoint's documentation and support staff definitely helped us configure AvePoint to fit our specific business needs", Bondarenko said.



The Bottom Line

Using DocAve Backup and Restore, CPC can quickly restore any SharePoint item with full fidelity as well as schedule backup plans according to specific business needs. With DocAve, CPC was able to cancel the installation of disaster servers they would have needed to restore entire websites in order to retrieve accidentally deleted or corrupted documents – saving both time and money. CPC end-users also have seamless access to content residing in the company's file shares through SharePoint with DocAve Connector, allowing the files to stay where they are required and optimizing platform storage at once. "With AvePoint, everything is working as expected", Bondarenko said. "As our network infrastructure evolves, we will definitely keep AvePoint's other offerings in mind."

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

About AvePoint

AvePoint is a global technology company and proven software leader. Since its founding in 2001, AvePoint has become one of the world's largest providers of enterprise-class governance solutions for Microsoft SharePoint. Propelled by one of the world's largest SharePoint-exclusive research & development teams, AvePoint helps more than 8,000 customers – including many Fortune 500 companies and government agencies – meet their specific business objectives utilizing the SharePoint platform. AvePoint, Inc. is headquartered and maintains its principle engineering center in Jersey City, NJ, with wholly owned sales and engineering centers in the USA, Canada, Australia, United Kingdom, France, Germany, 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.