

Deublin Relies on DocAve to Protect and Manage its Growing SharePoint Deployment

CASE STUDY

Customer Profile

Founded in 1945, Deublin Company is the world's leading manufacturer of rotating unions - a mechanical device that enables the transfer of pressurized fluid from a stationary source into rotating machinery for heating, cooling, and fluid power transfer. Headquartered in Waukegan, IL, with wholly owned subsidiaries in 17 countries, Deublin is experiencing dynamic growth fueled largely by its leading position as a provider of fluid-transfer technologies in the wind and thermal energies sectors. With over 500 employees and an extensive global sales force including authorized distributors and OEM partnerships, Deublin is internationally recognized as a model for efficient manufacturing operations and streamlined communications among its workforce, partners, and clients.

The Challenge

Deublin deployed a small Microsoft Office SharePoint Server (MOSS) farm in early 2007, with the intent to create a centralized knowledge repository and unified workspace for its growing and geographically distributed workforce. Having previously relied solely on file shares for the storage of digital assets and email for intra-company communications, Deublin wanted to build a stable and user-friendly platform where workgroups could effectively collaborate, and company-wide performance objectives could be tracked, monitored, and reported upon in a more deliberate and organized manner.

Initially, Deublin's administrators relied on SharePoint's Central Administration utility to protect the content residing in the new platform. But two key factors led the company to recognize the need for a better solution:

First, SharePoint's Central Administration consistently failed to perform successful backups. Time and again, administrators would attempt to execute backups and receive a cryptic error message that could be deciphered only by looking through the SharePoint log files. This process forced the administrative team to dedicate unacceptable time and energy trying to "fix" unsuccessful backup attempts, and provided little confidence that Deublin's data could be restored without great effort and frustration.

"AvePoint is the only company that understands SharePoint data protection isn't just about the SQL database."

Dan Van Dyke – Systems Programmer, Deublin Company



Customer Location

Waukegan, Illinois

Industry

Manufacturing

Platform

Microsoft Office SharePoint Server 2007

Critical Needs

A granular SharePoint backup and recovery solution with out-of-place restoration capabilities to enable deft content reorganization.

AvePoint Solution

DocAve Backup and Recovery

Results

- Dramatically increased flexibility of SharePoint content movement and reorganizations
- Drastically reduced time and resources required for granular restores
- Accelerated end-user adoption of SharePoint platform

After one episode - when data was accidentally deleted from the company's testing environment and Central Administration failed to restore it - administrators resolved that they needed to find a more reliable data protection strategy.

Second, administrators quickly recognized the benefits of an out-of-place restore functionality, in order to facilitate the movement of content between their testing and production environments. Without this functionality, "pushing" content from one environment to the other proved incredibly difficult. The company acknowledged the need for a potent and flexible SharePoint data protection solution the delivered this key functionality.

The AvePoint Solution

Deublin demanded a SharePoint data protection solution that provided both reliable backup and recovery *and* flexible out-of-place restoration capabilities. The company's administrators tested several 3rd party SharePoint solutions, but everything they found proved inadequate for their needs. What the administrators found - to their dismay - was that all of the solutions tested were protecting SharePoint by simply performing a SQL backup, disregarding other valuable components of the SharePoint deployment.

"What we were worried about was not only the content, but also the actual SharePoint servers, all the configurations, and the Shared Service Provider site", said Dan Van Dyke, Systems Programmer at Deublin. "None of the available solutions were doing anything other than an enhanced SQL backup, which we could have done ourselves without any other tools."

Additionally, none of the tested solutions delivered reliable out-of-place restore functionality, a capability Deublin knew would be vital to ensuring optimal platform management.

Then a colleague recommended DocAve because of its speed and granularity of recovery, its ease of use, and its minimal disruption the existing IT environment. After downloading a fully-enabled trial version of the software onto their testing environment and participating in an online demo conducted by an AvePoint systems engineer, Deublin's administrators discerned that DocAve was exactly the type of tool they were looking for.

After installing DocAve on their production environment, Deublin scheduled it to run nightly full backups of its MOSS content, written directly to the company's Networked Attached Storage. Additionally, administrators immediately utilized DocAve's out-of-place restore functionality to begin moving content between their testing and production environments. It was not long before two situations arose to test DocAve's reliability and value:

First, an end-user accidentally deleted critical content from his recycle bin. The user needed this content restored quickly, along with all of its associated metadata. Using DocAve, administrators quickly restored the missing data directly to the production environment, and had the end-user back to work within minutes.

"SharePoint is set up so the site administrator has a second recycle bin, so for 30 days I can go back and pull it out...but I didn't even use it", said Van Dyke. "It was easier and quicker for me to just go into the DocAve backup, find the

***"DocAve solutions are simply
the best, and AvePoint will
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when it comes to SharePoint
solutions."***

object the user needed, and restore it directly to the production environment.”

The second situation occurred when Deublin decided to change the authentication protocols on its SharePoint platform. For system optimization purposes, the company decided to change its network authentication from *NTLM* to *Kerberos*. This transition confronted Deublin administrators with significant challenges: Namely, it was impossible to have the same Web Application running on two different servers with two different authentications, due to the hard-coding of the Web Application’s links on the associated host headers. Therefore, administrators required the ability to perform numerous site-level backups and out-of-place restores to pull content – site by site – from the old production site into the newly authenticated production environment. DocAve delivered flawlessly, even restoring all the company’s 3rd party web parts and application templates and thereby relieving administrators from having to manually recreate and reinstall these business-critical components.

“Without DocAve we would have been dead in the water and would have had to create the whole environment all over again”, said Van Dyke. “Without DocAve we might not even have gone to the new authentication scheme, which would have really hurt us. DocAve was extremely helpful...we couldn’t have done it without it.”

The Bottom Line

Using DocAve, the Deublin Company is able to protect critical SharePoint data with confidence and move content between environments with agility. No longer constrained by unreliable and inconsistent backups, Administrators are able to cutover legacy content and routines to the new platform at an accelerated rate. Able to deftly move content between and across SharePoint environments, administrators can quickly promote SharePoint objects from development and testing into production. Most importantly, as end-users have gained confidence in both the overall stability of the system and the security of its residing data, Deublin has been able to centralize intellectual assets in SharePoint at an accelerated pace, and leverage the platform’s efficiencies for dramatic productivity gains.

As the company further broadens the utility and scope of its SharePoint deployment and continues to expand the platform’s user-base to include additional international staff, partners, and subsidiary personnel, administrators expect the farm architecture to grow. “It’s getting bigger and bigger as fast as we can build it”, said Van Dyke. During this growth period, Deublin fully anticipates relying on DocAve for the infrastructure management support necessary to effectively protect and manage its business-critical SharePoint deployment.

“We have had such a great experience with DocAve Backup & Recovery, we now have full confidence that AvePoint solutions are the very best. They will always be our first source when it comes to SharePoint solutions.” concluded Van Dyke.

About AvePoint

Since 2001, AvePoint has been a global leader in enterprise-strength infrastructure management software solutions for all Microsoft SharePoint Products and Technologies. Propelled by one of the world’s largest SharePoint-exclusive development teams outside of Microsoft, AvePoint’s award-winning DocAve software delivers comprehensive and flexible infrastructure support for backup and recovery, replication, migration, administration, archiving and compliance solutions for Microsoft SharePoint.

AvePoint’s globally recognized pioneering technology pilots the products of OEM partners such as NetApp and IBM. Headquartered in Jersey City, NJ, AvePoint serves over 3000 enterprise customers, including many Fortune-500 companies, across 6 continents, via offices in Jersey City, San Jose, Chicago, Washington D.C., USA; London, UK; Melbourne, Australia; and Changchun, Dalian, China. AvePoint is a Managed Gold Certified Microsoft Partner and GSA Certified Provider.

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