

# EXTENDICARE

Customer Location  
Ontario, Canada

Industry  
Health Services

Platform  
Microsoft Office SharePoint  
Server 2007

## Critical Needs

- Quick movement of SharePoint content from development to production environments
- Granular backup of the company's most important SharePoint data, in addition to full database backup
- Scheduled backups according to business needs

AvePoint Solution  
DocAve Content Manager  
DocAve Backup and Restore

**“With backups performed on a scheduled basis and content management tasks carried out with ease, DocAve really does the job for me.”**

**-Aryan Nava, Webmaster, Extendicare**

## Case Study:

Extendicare Administrator Saves Up to Eight Hours per Week on Microsoft<sup>®</sup> SharePoint<sup>®</sup> Data Protection and Management with DocAve<sup>®</sup>

## Success Highlights

- Seamlessly moved sites, up to 25 gigabytes (GB), from development to production environments, each move taking less than five minutes
- Scheduled movement of sites as large as 50 GB from development to production environments outside of business hours to minimize business disruption
- Performed full database backup once per week and granular backups of most vital SharePoint data on a scheduled basis according to the criticality of its data
- Granularly backed up SharePoint content in a live environment per end users' requests, each backup taking less than five minutes per piece of content

## Customer Profile

Founded in 1968, Extendicare is one of North America's largest long-term care providers with 259 senior care centers and capacity for approximately 28,200 residents. For more than 40 years, Extendicare has developed a reputation for providing quality, clinically-based services in a cost-effective manner. Extendicare's goal is to be the provider of choice in every community where it operates.

## The Challenge

With 80 senior care centers and 18,000 employees throughout Canada, Extendicare implemented Microsoft Office SharePoint Server (MOSS) 2007 and immediately put the platform to work for a wide variety of uses. In addition to housing the company's corporate intranet environment, SharePoint is used at Extendicare for content management, collaboration, and file storage. Employees also take advantage of the platform's social tools such as MySites, the finance department uses the platform for payroll tasks, and documents



are scanned directly into SharePoint using KnowledgeLake solutions. Extendicare presently has 3,500 SharePoint end-users throughout Canada. However, future plans will enable all 18,000 employees to utilize the platform. Kiosks will be set up in nursing homes so employees without computers can conveniently access important, up-to-date policy manuals stored on the platform. Extendicare's SharePoint farm consists of three servers: one web front end server, one application server, and one SQL server.

When Extendicare hired Aryan Nava as webmaster for the company, he was tasked with overseeing the company's SharePoint deployment. Nava was well-versed in SharePoint and aware of some of the challenges its native abilities could pose. For one, MOSS 2007 could not easily move content directly from the development stage to the production stage, which is something the company's 20 site owners needed to do on a regular basis as they updated policies, manuals, and other important documentation. "I knew that the only way I could move content from development to production was to back up the development environment and restore the content out-of-place to the production environment," Nava said. "Since employees are regularly making changes to their SharePoint sites during business hours and I do not want to write on top of an existing site while they are doing so, I knew the only way I would be able to perform this task was to stay after hours."

Additionally, MOSS 2007 allowed backups down to the site collection level using STSADM Command Line functionality, but could not perform backups on a more granular level. "We needed the ability to perform granular backups on our most important data, whether it was document libraries or specific items in SharePoint, on a more frequent basis." Nava said.

In order to ensure Extendicare's most vital SharePoint data received the necessary protection and content could be moved according to business needs, Nava began to search for a third-party software solution.

## The AvePoint Solution

During his search, Nava investigated several third-party solutions. Ultimately, Nava selected AvePoint's DocAve Software Platform. DocAve integrates more than 30 independently deployable modules which function within a unified, browser-based interface and fully distributed architecture, but can also be purchased and deployed independently. "I chose DocAve because its interface was web based," Nava said. "Other solutions required the user to log into the server in order to utilize the software, which was simply not convenient."

After a fast and easy installation, Nava implemented DocAve Content Manager and DocAve Backup and Restore for Extendicare's SharePoint environment. DocAve Content Manager allows users to seamlessly copy, move, and reorganize SharePoint content from within the same SharePoint farm, as well as across multiple farms. Management of business documents, site collections, or sites can be processed quickly in live environments without affecting business operations. After content managers made updates to small sites, such as those less than 25 gigabytes (GB), in a development environment, Nava was able to quickly move the new content into a production environment during business hours. "I move small sites, libraries, and documents from development to production for content managers about 5 to 10 times per week," Nava said. "With DocAve, each site movement typically takes five minutes or less."

For sites larger than 25 GB, Nava took advantage of DocAve's convenient scheduler. Since content managers occasionally needed to move sites as large as 50 GB, Nava was able to schedule movement to occur outside of business hours, thereby putting less pressure on the database server and keeping Extendicare's SharePoint environment performing optimally. "Since DocAve is so reliable and the scheduler is so convenient, I do not have to stay after hours to move large amounts of data," Nava said. "When I get to work the next morning, an emailed report from DocAve tells me the job completed successfully and gives me peace of mind."



DocAve Backup and Restore addresses the need for a fast, flexible, and intelligent backup solution for SharePoint. DocAve provides full-fidelity backup and recovery, from an individual content item to an entire SharePoint environment and all of its farm-level components, maintaining all metadata, securities, and version histories. Nava was able to set up a SharePoint backup plan that fit Extendicare's specific needs. "Using DocAve's scheduler, I run one full database backup per week and incremental backups throughout the rest of the week," Nava said. "DocAve's granular abilities allow me to really drill down and ensure extra protection for any type of SharePoint content that needs it most."

Nava was also able to back up specific content in the production environment during business hours, as end-users sometimes requested. "Occasionally someone asks me to back up an important site right away," Nava said. "DocAve enables me to do this without effecting business operations, and it only takes about five minutes."

On several occasions during Extendicare's use of DocAve, Nava worked with AvePoint's live global technical support team. "AvePoint's technical staff has been very helpful," Nava said. "They know what they are doing, respond instantly, and always stay on the phone with me until my issue is resolved."

## The Bottom Line

With DocAve in place, Extendicare's SharePoint data received the full and granular protection it required, and Nava was able to move sites swiftly between environments for content managers. DocAve's scheduling abilities and convenient interface made SharePoint management even simpler. "With backups performed on a scheduled basis and content management tasks carried out with ease, DocAve really does the job for me," Nava said. "I save five to eight hours per week with DocAve, and I can spend that extra time on development and creating new sites instead of simply managing our deployment."

In addition to giving access to the rest of the staff in Canada, Extendicare's future SharePoint plans include migrating to SharePoint 2010 and implementing other DocAve products to further enhance SharePoint management. "Due to our success with DocAve thus far, I plan on investigating DocAve's migration and storage optimization solutions," Nava said.

## About AvePoint

AvePoint is a global technology company and proven software leader. Since its founding in 2001, AvePoint is the world's largest provider of enterprise-class governance and infrastructure management solutions for Microsoft SharePoint. Propelled by the world's largest SharePoint-exclusive research & development team, 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.

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