



## Lassonde Industries

Customer Location  
Québec, Canada

Industry  
Manufacturing

Platform  
Microsoft Office SharePoint  
Server 2007, Microsoft  
SharePoint 2010

### Critical Needs

- Simplified, efficient management of SharePoint security settings and permissions
- Quick and simple movement of content throughout multiple SharePoint environments
- Full system and granular backup of important SharePoint content scheduled according to business needs

### AvePoint Solution

DocAve Administrator  
DocAve Content Manager  
DocAve Backup and Restore

**"As a platform, DocAve offers the solutions and flexibility to meet our company's changing needs."**

-Pierre Brault – Vice President of  
IT, Lassonde Industries Inc

## Case Study: Lassonde Industries Reduces Time Necessary to Manage, Protect, and Move SharePoint Content with DocAve<sup>®</sup>

### Success Highlights

- Saved eight hours of IT administrator's time when moving SharePoint content, customizations, and applications between multiple environments
- Regularly saved hours of administrator's time when updating security settings and managing permissions for end-users
- Scheduled full system and granular backup of important SharePoint content and backed up data with full fidelity – including all metadata, securities, and version histories

### Customer Profile

Lassonde Industries Inc., currently employing 2,000 individuals, develops, manufactures, and markets an innovative and distinctive line of fruit and vegetable juices and drinks as well as specialty food products. Additionally, Lassonde imports selected wines from several countries of origin for packaging and marketing purposes and also imports and markets olive oil.

### The Challenge

In order to support its large network of employees and disseminate information, Lassonde IT administrators built an in-house intranet site in 2000. The corporate intranet eventually grew to become the company's primary source for company news, stored documents, product databases, and customer information. In 2008, administrators decided to shift the company's intranet presence to Microsoft Office SharePoint Server 2007 due to the platform's flexibility and strong reputation for its ability to enhance collaboration across the enterprise. Under the instruction of Lassonde Vice President of IT Pierre Brault, newly hired SharePoint Administrator Jose Normandin began to migrate the company's intranet to SharePoint one piece at a time.



Shortly after Mr. Normandin began to implement SharePoint for the organization, Microsoft announced the upcoming release of SharePoint 2010. Offering a number of enhancements and new features, SharePoint 2010 appealed greatly to the administrators, so, after it became available, they began to implement the upgrade alongside MOSS 2007 with the ultimate goal of building the company's entire intranet presence on SharePoint 2010.

At present, Lassonde has two separate server farms, one for MOSS 2007 and one for SharePoint 2010. The MOSS 2007 farm has one web front end server, one testing server, and one SQL server. The SharePoint 2010 farm has one web front end server and one application server and multiple SQL servers. There are approximately 700 end-users, but the company has a goal to make the platform available to 2,000 by the time the new intranet on SharePoint 2010 is fully implemented.

Throughout the implementation process and use of the platform, Mr. Normandin noticed some shortcomings in SharePoint's native abilities. For instance, when managing and replicating security settings for end-users, SharePoint required the process be carried out one site at a time, which can be much too tedious and fraught with the potential for human error in the midst of a fast-paced corporate environment where changes need to be made quickly and accurately. Additionally, scheduling backups using the platform's STSADM command line function was complex, and SharePoint's native abilities only allowed backups at the database level and not granular backups for utmost protection of the company's most important data.

Not content to solely rely upon the platform's native abilities, MM. Brault and Normandin began to investigate third-party software solutions for SharePoint. "We wanted to find a solution that would allow us to save the time and resources necessary in order to manage and protect our growing SharePoint environment," Mr. Brault said.

## The AvePoint Solution

Lassonde's initial third-party software investigation brought them to a company that offered an unsatisfactory experience. After encountering numerous problems with the company's solutions, administrators had even more trouble in their attempts to work with customer support. "The product consistently failed to meet our expectations and the company did not seem serious about our business, so we searched for another solution," Mr. Brault said. "We wanted to work with a vendor with a proven track record of SharePoint innovation that would be around long into the future as Microsoft continues to introduce new iterations of the platform."

The second search brought Lassonde to AvePoint, a Microsoft Gold Certified Partner with a decade of dedication to SharePoint technologies. AvePoint's DocAve Software Platform 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. Mr. Normandin installed DocAve, working closely with AvePoint's technical support team, which includes more than 70 Microsoft-certified specialists worldwide. "AvePoint's support team has always been very quick to respond, putting me in touch with the most qualified individuals to solve any challenges we encounter," Mr. Normandin said. "This has been especially satisfying and greatly appreciated, as the previous vendor was never able to fix issues for us, even in the latest versions of its product." Once DocAve was installed, Mr. Normandin was able to put its tools to use.

DocAve Administrator gave Mr. Normandin a centralized console for SharePoint Administration, allowing him to easily view, search, manage, and report on settings, configurations, and securities throughout Lassonde's SharePoint deployment. "Natively, SharePoint required me to update settings by hand, one site at a time," Mr. Normandin said. "DocAve gives me a much more holistic view of the SharePoint environment and saves approximately five hours



whenever I need to update security settings for end-users.”

DocAve Content Manager allowed Mr. Normandin to seamlessly copy, move, and reorganize SharePoint content from within Lassonde’s deployment. Lists, content, and securities could be easily moved at once from one environment, such as test or production, to another. “With native abilities, I had to save lists as templates or recreate them from scratch in order to move them,” Mr. Normandin said. “DocAve allows me to move customizations and applications quickly and saves an entire day of work whenever those tasks need to be carried out.”

DocAve Backup and Restore addressed Lassonde’s need for a fast, flexible, and intelligent backup solution for Microsoft SharePoint, providing full-fidelity backup and recovery from an individual content item to an entire environment. Using DocAve’s convenient scheduler, Mr. Normandin set up full-system backups to take place once per week and granular backups of the most critical content each day. “We used to schedule backups with STSADM, but DocAve’s interface is much easier to use with its visual display, and the ability to perform granular backups to the item level ensures our most important data receives the protection it requires,” Mr. Normandin said. “The ability to recover documents without having to perform a full database restore was also very compelling to us.”

## The Bottom Line

By choosing DocAve, Lassonde administrators found the tools they needed to properly manage and protect the company’s SharePoint deployment. Just as important, AvePoint’s technical support team provided the expertise and thorough solutions to satisfy any issues the administrators encountered. In the near future, Lassonde’s SharePoint deployment will continue to grow as the company adds the employees of a recently acquired United States-based company to the environment. DocAve will continue to

play an important role in the deployment and administrators will soon implement new modules such as DocAve Auditor in order to help the company meet United States compliance objectives such as The Sarbanes-Oxley Act, as it must today for Canadian regulations such as Bill C-198.

“As a platform, DocAve offers the solutions and flexibility to meet our company’s changing needs,” Mr. Brault said. “We are confident that AvePoint will be here to help us with upcoming versions of SharePoint when Microsoft releases them.”

## 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. 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 principal operational center in Jersey City, NJ, with wholly owned operational centers 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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