

Customer Profile

The Police Academy of the Netherlands (Politieacademie) serves as the sole training organization for Dutch civil law enforcement professionals. Headquartered in Apeldoorn, with numerous auxiliary facilities throughout the country, the Academy and its 1800 employees – in collaboration with the Dutch Department of Justice - prepare police cadets for service in police departments throughout all 26 civil regions of the country.

The Challenge

In early 2007, the Academy decided to utilize Microsoft Office SharePoint Server 2007 (MOSS) as its online collaboration and digital asset management platform. The Academy deployed a farm comprised of one Web Front End Server, one Database Server, and one Index Server, and immediately began leveraging SharePoint's unparalleled abilities in workflow and document management. Soon the deployment was being utilized by over 13,000 end-users, including not only Academy staff, but other government agency personnel and affiliated contractors as well.

Originally, administrators relied solely upon native tools to protect and manage the deployment, primarily by utilizing the STSADM command-line. But because its MOSS deployment became so mission-critical so quickly – and grew to include over 7GB worth of data spread across 10 Site Collections – Academy administrators recognized the need to develop and formalize more rigorous service level agreements (SLA's), including more aggressive Recovery Time Objectives and Recovery Point Objectives. In this regard, STSADM would not do. "The standard backup solution was not enough", said Jeroen Gorter, Webmaster of the Knowledge Network Group at the Academy. "We could tolerate only one hour data loss windows and STSADM backups were far too cumbersome to meet that, so we needed a better way."

Academy administrators demanded a data protection solution that delivered granular, item-level backup and restore capabilities. When a document was accidentally deleted or corrupted, administrators could not tolerate the time required to restore their entire SQL database in order to recover just the needed document. Given the RTO's they intended to maintain, the native tools simply would not suffice.

"Working with DocAve is a pleasure. Immediately I felt very confident, given its ease of use and functionality."

Jeroen Gorter – Webmaster, Knowledge Mgmt. Group, Politieacademie



Customer Location

Apeldoorn, Netherlands

Industry

Government, Law Enforcement

Platform

Microsoft Office SharePoint Server 2007

Critical Needs

- Real-Time replication of entire Site Collections across multiple domains
- Item-level, full fidelity data protection with fast recovery speeds and precision control

AvePoint Solution

DocAve Replicator
DocAve Backup and Recovery

Results

- Dramatically reduced time and resources required for granular restores
- Seamless synchronization of multiple Site Collections throughout deployment

Additionally, because the Academy wanted to make much of its intranet-based SharePoint content available via the internet, they desired a means to replicate Site Collections across domains in real-time. SharePoint's native tools did not provide such functionality.

The AvePoint[®] Solution

The Academy needed a solution with full fidelity, item-level backup and restore capabilities. Additionally, it needed a solution that would allow for content and configuration replication – bi-directionally and in real-time – of several of their 10 Site Collections across multiple domains.

In search of a solution, The Academy's administrators tested several products, including DocAve's *Backup and Recovery* and *Replicator* modules. During this evaluation process, administrators learned that only DocAve delivered granular backup functionality, whereas all other solutions relied solely upon SQL backups. This meant that – using another solution – the Academy would not be able to design different backup plans for various datasets, based on data criticality and intended storage targets. Leveraging only SQL backups, administrators would have to back up their entire database as often as they desired to backup their most important data; a resource-intensive and wasteful process. While evaluating DocAve *Replicator*, the Academy's administrators recognized DocAve's best-of-breed functionality, flexibility, and ease of use. Learning that both modules – as is true for the entire DocAve suite – were piloted via a unified, browser-based user interface finally 'sealed the deal'.

The Academy deployed DocAve's *Backup and Recovery* and *Replicator* modules on its production environment. According to Gorter, installing and configuring the software was easy and uncomplicated. "The install process was very straightforward and simple, and the same holds true for the interface. I have used different backup tools in the past, and DocAve ranks up there as among the most intuitive and well designed platforms I have seen."

Robust, Flexible Protection

Administrators utilized DocAve's backup schedule builder to design and implement a multi-tiered data protection strategy for their over 7GB of data. Using DocAve, the Academy is able to granularly backup data and deliver each discrete backup to target disks for optimal use of existing resources. All legacy backup data is pushed to tape and pruned to maintain a weekly disk-based record.

It was not long before DocAve's item-level restore capabilities were put to the test. A few weeks after administrators deployed DocAve, a staff member accidentally deleted a mission-critical file on a very important Team Site. "We used DocAve to restore the file, and we had the Site up and running in two or three minutes", said Gorter. "From that moment onward, we knew we had made the right decision going with DocAve."

Seamless, Real-Time Replication

The Academy deployed DocAve *Replicator* to perform two-way, live replication of several Site Collections to other domains within their infrastructure. Utilizing the module's customizable event-triggers, administrators dictate exactly when these Site Collections are synchronized. Leveraging the module's instant email notification functionality, administrators are notified of – and can quickly rectify – all conflicting events.

First-Class Customer Service

Throughout the entire testing, installation, and setup process, the Academy's administrators were in regular contact with the AvePoint Technical Support Team. The experience proved as positive as their experience with the software itself. "The AvePoint team is fast with answers, and their website - with their Live Chat interface - was

amazing”, claimed Gorter. “I could get a sales or support representative on the line in seconds. That was just a great point of service, and it really sets AvePoint apart.”

The Bottom Line

Using DocAve, the Police Academy of the Netherlands is able to deftly protect its mission-critical SharePoint data, formalize and meet rigorous SLA agreements, and easily synchronize its Site Collections across multiple domains. Following the Academy's implementation of DocAve, adoption and use of the platform has accelerated significantly, and end-user productivity has increased dramatically.

As the Academy's SharePoint deployment continues to grow, they intend to look to DocAve for their ongoing infrastructure management needs. Currently, Academy administrators are evaluating DocAve's *SharePoint Administrator* module, which will provide them truly centralized, top-down control over their entire SharePoint environment. “We really like what DocAve has been able to do for us so far, and we are confident their other modules will be just as helpful”, concluded Gorter.

About AvePoint

Since 2001, AvePoint has been a global leader in enterprise-strength infrastructure management 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 Platform delivers comprehensive and flexible infrastructure support for backup and recovery, geo-replication, migration, administration, deployment management, 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, Los Angeles, Chicago, Washington D.C., Atlanta, and Dallas, USA; London, UK; Melbourne, Australia; Tokyo, Japan; and Changchun, Dalian, China. Winner of the *Best of Tech Ed It Pros* award for “Best SharePoint Product” in 2008, AvePoint is a Managed Gold Certified Microsoft Partner and GSA Certified Provider.

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