



Quest Recovery Manager for SharePoint Helps a Large Government Services Agency Maximize Its SharePoint Investment with Quick, Granular Recovery of Individual SharePoint Items

A large government services agency provides occupational health and safety education and services in Canada. More than 3,500 users rely on the company's SharePoint sites for information and communication. However, native SharePoint tools were unable to provide quick, granular recovery when individual documents were accidentally deleted. To fill this critical gap, the agency turned to Quest Software.

The Challenge

The agency's SharePoint environment consists of four SharePoint servers and a back-end SQL cluster running SharePoint Portal Server 2003. Some 3,500 users each have a personal site in the main portal, and about 200 team sites support specific groups and projects.

Occasionally, SharePoint content is accidentally deleted from the agency's sites. Native SharePoint tools were of little help in recovering this content. "The biggest issue for us was that standard SharePoint recovery was not granular, and the process of getting anything back was just too error-prone," explained Jason Kokotylo, Server Support Technical Specialist. "We'd have to do a disaster recovery restore of absolutely all the content to get a single document or file."

According to Kokotylo, a restore used to require about a day's work. That's why as a policy, Kokotylo and his team did not provide recovery of SharePoint items across the entire organization.

The agency researched several tools to help with granular restores, but found that they worked only with documents and not other SharePoint content, such as metadata, folders and list items. Others required additional infrastructure and didn't work with the backup solutions that the agency already had in place.

The Quest Solution

At a SharePoint conference, the agency was introduced to Quest Recovery Manager for SharePoint. It recognized immediately that this was the right solution.

Recovery Manager for SharePoint provides granular recovery of anything in the backup of the SharePoint content database—individual documents, lists, document libraries, sites, workspaces. It restores all information stored in the databases, including alerts, permissions, metadata and custom views. To simplify the recovery process, it also provides a convenient way to search, locate and preview any item from across multiple database backups before restoring it. This fast, flexible, and reliable granular recovery fit the agency's needs exactly.

Recovery Manager for SharePoint integrated with the agency's existing environment, which relies on Quest LiteSpeed for SQL Server and Veritas for backups. Because Recovery Manager for SharePoint leverages existing backups, no proprietary platforms or site- or item-level backups are required. This integration was important. "We have a specific group that runs our enterprise backups, and we wanted a solution that fit in with that system," stated Kokotylo. "We didn't want to create a whole separate backup system just for SharePoint."

The Bottom Line

Recovery Manager for SharePoint has enabled the agency to recover individual SharePoint items in 15 minutes—as opposed to the full day required with native SharePoint tools. The company's Knowledge Management Department is now able to take requests for document restores, a service it was previously unable to provide because native tools required too much time and effort. Recovery Manager's quick,

"Recovery Manager for SharePoint is very intuitive, easy to implement, and integrates well with our existing Quest LiteSpeed and Veritas backup solution. We now can restore individual SharePoint documents for the entire company."

—Jason Kokotylo
Server Support Technical Specialist
Large Government Services Agency

Overview

Headquarters

Canada

Services

Occupational health and safety education and services

Critical Needs

Quick, granular recovery of individual SharePoint documents

Solution

Recovery Manager for SharePoint

Results

- Reduced time to recover a SharePoint document from one day to 15 minutes
- Integrated with existing backup solution, saving time and money
- Enhanced client satisfaction and staff performance by enabling recovery of individual SharePoint items
- Enabled use of SharePoint as a primary content store

granular restore functionality is critically important. "The business is dependent on SharePoint as our corporate intranet," Kokotylo explained. "And there are some large projects and other activities that don't allow for any downtime."

The agency also reported that Recovery Manager for SharePoint is very easy to use. For example, on one occasion a problem arose and the IT staff member who had implemented Recovery Manager was unavailable. Another colleague with little experience using Recovery Manager was able to step in and successfully perform the restore without help by using the product's intuitive interface.

Installing Recovery Manager for SharePoint and integrating it with LiteSpeed for SQL Server, Kokotylo said, was "absolutely straightforward." The agency is delighted with the way the tool works with its existing backups. "We didn't have to change any of our SQL backups and scheduling that were already in place," said Kokotylo. "Recovery Manager tied right into it."

With Recovery Manager for SharePoint in place, the agency is able to use SharePoint as a primary content store and get more from its investment in the platform. The organization plans to explore other benefits of Recovery Manager and research related Quest products, including the reporting functionality of Site Administrator for SharePoint.

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Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Quest provides customers with client management as well as server and desktop virtualization solutions through its subsidiaries, ScriptLogic, Vizioncore and Provision Networks. Quest Software can be found in offices around the globe and at www.quest.com.

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