



Customer Location  
Japan

Industry  
Health Services

Platform  
Microsoft Office SharePoint  
Server 2007

#### Critical Needs

- Fast recovery of SharePoint content at the item level
- Granular reports on SharePoint usage down to the item level
- Access to data residing in file shares directly through SharePoint without migration

AvePoint Solution  
DocAve Backup and Restore  
DocAve Auditor  
DocAve File Share Connector

**"I feel AvePoint's DocAve Software Platform is a necessary tool for any SharePoint deployment due to the importance of total SharePoint maintenance."**

- Ms. Maiko Yuhara, SharePoint Solution Group, Sonorite

## Case Study:

# Roche Diagnostics Performs Item-Level Recovery of SharePoint Content, Reports on Site and File Usage, and Connects to File Shares with DocAve<sup>®</sup>

## Success Highlights

- Quickly recovered SharePoint content down to the item level, limiting business disruption for administrators and end-users
- Ran granular reports on SharePoint usage for specific sites and items, gleaned information to determine which content was no longer needed
- Accessed file share content directly through SharePoint without migration, saving time and optimizing platform performance by keeping large files off of SQL server

Along with Roche Pharmaceuticals, Roche Diagnostics is an important part of the foundation that modern healthcare builds upon. Roche's broad range of innovative diagnostic tests and systems play a pivotal role in the groundbreaking area of integrated healthcare solutions and cover the early detection, targeted screening, evaluation and monitoring of disease. Roche Diagnostics is active in all market segments, from scientific research and clinical laboratory systems to patient self-monitoring.

## Why did you implement SharePoint at your organization?

*Ms. Tomoko Oya, 3C Group Leader, CRM & 3C Division, IT Department, Roche Diagnostics K.K.:*

There were two departments at Roche in Japan: pharmaceutical and diagnostics. The diagnostics department was utilizing Lotus Notes and Domino. In 1998, the two departments separated and the diagnostics group merged with Boehringer Mannheim, which became a newly independent Roche Diagnostics K.K. At that time, a global policy was outlined within the company to use Microsoft Exchange Server for email, so we abolished Lotus Notes and Domino. However, we still had many documents that were managed in that platform, so it was necessary to examine other platforms. We could not think of a better choice than Microsoft SharePoint, so we submitted a request to the global office for using SharePoint as a pilot case.

Since then, we have used SharePoint Portal Server 2001, SharePoint Portal Server 2003, and now Microsoft Office SharePoint Server 2007 as an



officially selected portal and intranet for the diagnostics department. Our head office ultimately decided to utilize SharePoint globally for document management and migrate content from EMC Documentum. Additionally, we created a portal site for SFA that we wanted to move into SharePoint.

### **Why did you choose to partner with Sonorite for your SharePoint maintenance needs?**

*Ms. Oya:*

Since we are a global company and need to use customized templates created in our head office, we needed a well-skilled partner familiar with this type of situation. Sonorite was also acquainted with AvePoint technologies, which we liked. Sonorite's performance is flexible and effective in our irregular circumstances, such as adapting customized templates. We count on the proactive performance the company provides.

### **How was Sonorite's experience with AvePoint's technical support team?**

*Ms. Maiko Yuhara, SharePoint Solution Group, Sonorite:*

AvePoint's technical support team does a wonderful job when there is a problem, and its response is the fastest I have experienced from any software vendor. They not only provide the patch to solve a problem, but also make sure the problem doesn't reoccur. I feel AvePoint's DocAve Software Platform is a necessary tool for any SharePoint deployment due to the importance of total SharePoint maintenance. AvePoint also excels in incorporating the feedback from its clients into its product, which makes DocAve very functional and attractive.

### **What problems did you encounter after implementing SharePoint?**

*Ms. Oya*

The first problem we encountered was not having complete control of backup and restore. Additional problems we realized after that were reporting on the usage of SharePoint and compartmentalization

between file servers and SharePoint.

### **What issues did you encounter with SharePoint data protection and recovery?**

*Ms. Oya*

Global project documents are collaborated upon in SharePoint by users in Japan, Singapore, and Europe. Once, a user overwrote a document by mistake. We thought we could use SharePoint's versioning function to fix the mistake, but that would cause an access delay for Europe, so we could not do that. I was asked to restore the file, but native abilities could only perform a content database restore and I could not do that at the time. This is why we decided to seek a third-party software solution.

Additionally, our call center is open 24 hours a day, seven days a week, using an outsourced service for support. For those people, we integrated all necessary information on SharePoint, such as an operations manual, troubleshooting guide, internal announcements, and handover information. This site needs to run 365 days a year, so when we apply an update patch, we need another site for temporary reference. We needed a backup function to fulfill this need.

### **How did DocAve satisfy your data protection and restoration needs?**

*Ms. Oya:*

After comparing several products, DocAve Backup and Restore was the only one that met our demands. In the case of the user who overwrote the file, we could not restore the item needed without taking the time to restore the entire content database. With DocAve, we can perform granular restores down to the item level and recover the item immediately. We are also considering backing up the entire website quality assurance (QA) for temporary reference.

### **What issues did you encounter relating to reporting on SharePoint usage?**

*Ms. Oya:*

On our corporate intranet site collection, there are



administrators for each team site who handle user management. Those users receive full-control permission in order to perform user registration and operate sites. In order to see which sites and specific files were being used and which weren't, administrators asked for reports on usage. We needed to provide reports on a more granular level than SharePoint native abilities would allow.

### **How did DocAve help in reporting on SharePoint usage?**

*Ms. Oya:*

With DocAve Auditor, we were able to pull reports on the access of SharePoint content down to the item-level and track an item through its entire lifespan. With this information, we were able to delete sites and files that had not been accessed in a long time and were no longer needed. We also use DocAve to check usage patterns on some sites. This helps us obtain useful information and grasp the needs of end-users by analyzing reports on the access of items.

### **What issues did you encounter related to your file server and SharePoint?**

*Ms. Oya:*

Before SharePoint, we shared information with a share folder on a file server. Even after implementing SharePoint, we continued using the file server to share large files, such as images created with Adobe Illustrator, documents for product presentations to customers, and slides for seminars. Because of this, we were using two separate means of information sharing at once. This was a problem from both a cost and performance perspective.

### **How did DocAve help with your file server and SharePoint?**

*Ms. Oya:*

With DocAve File Share Connector we can access file share content through SharePoint without migration. We can utilize all SharePoint document management functions, such as versioning, workflows, search, and

more. It is fascinating to me that DocAve enables us to search within every file through SharePoint, including those residing within file servers. By avoiding migrating file server content, we can avoid a decline in SharePoint's performance due to excessive data on the server, which was a problem we faced initially. Additionally, we were able to save money by not having to purchase additional, more-expensive SQL storage.

### **What are your future plans for DocAve?**

As SharePoint becomes our primary platform for content management, thanks to DocAve Connector, we will begin to automate management of content lifecycles based on business rules with DocAve Archiver. We will also use DocAve Administrator to manage end-user permissions, including updating security settings in bulk to save significant amounts of time and labor.

## **About AvePoint**

AvePoint is a global technology company and proven software leader. Since its founding in 2001, AvePoint has become one of the world's largest providers of lifecycle management software solutions for SharePoint, offering a fully integrated solution for SharePoint lifecycle management. Propelled by one of the world's largest SharePoint-exclusive research & development teams, AvePoint helps more than 8,000 customers – including many Fortune 500 companies and government agencies – meet their specific business objectives by unleashing SharePoint's full potential. 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, France, United Kingdom, 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 US Government GSA provider via strategic partnerships.

AvePoint U.S. Headquarters:  
3 Second Street  
Jersey City, NJ 07311  
800-661-6588  
[www.avepoint.com](http://www.avepoint.com)