

Success Highlights

- *Seamlessly reorganised site hierarchies while moving nine disparate SharePoint instances into a centralised MOSS 2007 deployment*
- *Improved end-user adoption of SharePoint among university academic & professional staff*
- *Considering additional DocAve modules to craft a comprehensive SharePoint governance strategy as the usage of the platform grows*

Customer Profile

Queensland University of Technology (QUT) is a leading Australian university with an applied emphasis in courses and research. Based in Brisbane with a global outlook, it has 40,000 students, including 6,000 from overseas.

The Challenge

In late 2009, QUT received the go-ahead to unify nine disparate SharePoint environments spread across various departments and offices – approximately 250 gigabytes' worth of content and data – under one central deployment of Microsoft Office SharePoint Server (MOSS) 2007. Originally, QUT planned on having the relevant stakeholders responsible for each SharePoint environment migrate their content via the web graphical user interface or SharePoint Windows Explorer view, but the uncertainty in the time required and number of tech-savvy personnel necessary was deemed far too resource intensive. The decision was then made to migrate content directly to the new site collection on the centralised farm according to its new hierarchy.

In the planning phase for the reorganisation, QUT quickly encountered several issues with SharePoint's native functionality. One of the most important end-goals of this centralisation was to create new site collection structures in order to more effectively govern the platform. Native migration capabilities did not allow for migrating content that had been in subsites on the old server to become top-level sites or vice versa unless the SharePoint export/import commands were used, but these would not preserve all the requisite metadata – including original user, time, and date stamps – and was not an acceptable outcome. For example, if a forum was being migrated natively, information reflecting which forum members responded and when would be lost.

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*Ken Thomason – Communications Technology Specialist, Queensland
University of Technology*



Customer Location

Brisbane, Queensland (Australia)

Industry

Education

Platform

Microsoft Office SharePoint Server
2007

Critical Needs

- Swift and efficient movement of SharePoint content from one location to another within its deployment
- Dedicated support team flexible enough to cater to off-peak business hours
- One platform that could also offer additional, fully integrated SharePoint management tools as the organisation's usage of the platform grew

AvePoint Solution

- *DocAve Content Manager for SharePoint*

In order to maintain all of the metadata, administrators at QUT would either have to try and create custom code using the platform's STSADM command line tool or manually copy and paste content and data from the old SharePoint instances onto the new farm, leaving the university susceptible to human error and taking up vast amounts of time and resources. SharePoint provides some limited capabilities for moving discrete objects in SharePoint, but the fact that the native process did not preserve object metadata proved unacceptable.

Because QUT's MOSS 2007 environment did not provide the functionality necessary to seamlessly centralise and reorganise its disparate SharePoint farms, the university began looking for a third-party content management solution.

The AvePoint Solution

After testing several third-party SharePoint content management solutions, QUT purchased AvePoint's *DocAve Content Manager for SharePoint* in October of 2009. "AvePoint was the best choice for us", said Ken Thomason, Communications Technology Specialist at QUT. "DocAve was the only easy way for us to get through our reorganisation of SharePoint sites to a central farm, and a key differentiator was that the platform can scale to meet our potential future needs as we continue to evolve our use of SharePoint."

Seamless, Full-Fidelity Reorganisation of SharePoint Hierarchies

QUT immediately put DocAve to work in moving content from its nine SharePoint instances onto the MOSS 2007 farm. Utilising DocAve's two-URL tree system accessible in its graphical user interface, QUT was able to copy live contents to different locations, servers, and farms within its MOSS environment. Graphical domain and user mapping available in DocAve ensured complete data integrity, meaning that all the affected content maintained its metadata, including version histories and securities.

By restructuring the content, including shifting subsites to top-level sites, university administrators were able to create the hierarchies and structures that met their established IT governance strategy. "DocAve's point-and-click reorganisation capabilities for our content allowed myself and one other colleague to perform what would have been a difficult, time-intensive task had we relied on native functionality", recalled Thomason.

Dedicated Service and Support

Throughout the entire purchase and implementation process, AvePoint's sales and support teams delivered high-quality service in order to ensure DocAve Content Manager performed according to QUT's business requirements. "AvePoint's support has always gone way beyond the call of duty", Thomason

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said. “We’re very appreciative of the team’s continued support. All the members have done a great job.”

When QUT ran into a couple of content management challenges that had the potential to bring the centralisation project to a complete halt, AvePoint’s support team was quick to respond and provide resolutions that resulted in minimal project disruption. “When I called with any issue, AvePoint’s support team would be working on it over the weekend or even overnight sometimes”, Thomason said. “It has impressed many people at our university that had rarely experienced a vendor so responsive.”

The Bottom Line

Using DocAve Content Manager, QUT successfully completed the centralisation project it undertook, moving content and data from nine disparate SharePoint instances into its new MOSS 2007 farm. Since all content can be shifted with full fidelity, all the content’s version histories, securities, and other requisite metadata were preserved. Thus, the potential for business disruption was minimised.

The success of the project has resulted so far in increased collaboration among the university’s academic and professional staff. Furthermore, the confidence in SharePoint has increased – the university reports 1,095 active, unique visitors regularly taking advantage of the platform’s ability to connect people, business processes, and vital information.

As more QUT academic and professional staff utilise SharePoint, the university is now considering AvePoint’s other solutions offered on the company’s flagship solution – the DocAve Software Platform – for data protection, administration, replication, migration, archiving, deployment management, reporting, content lifecycle management, and storage optimisation. “We need good tools to manage SharePoint”, Thomason said. “SharePoint has the basics, but we need a platform like DocAve so we can manage the platform as we continue to scale.”

About AvePoint

AvePoint is a global technology company and software innovator headquartered in the United States. Since its founding in 2001, AvePoint has become the world’s largest provider of infrastructure management software solutions for Microsoft SharePoint Products and Technologies. Propelled by the world’s largest SharePoint-exclusive research & development team, AvePoint is the premier provider for EPG, SMB, Mid-Market and Government organisations demanding the most powerful and flexible infrastructure management solutions for their SharePoint environments and assets. AvePoint’s award-winning DocAve Software Platform is recognised as the industry standard for comprehensive and scalable SharePoint backup and recovery, administration, replication, migration, archiving, deployment management, reporting, storage optimisation, and content lifecycle management.

AvePoint is headquartered and maintains its principle engineering centre in Jersey City, NJ, with wholly owned sales and engineering centres in the USA - San Jose, Los Angeles, Seattle, Chicago, Washington D.C., Houston, Boston; Melbourne, Australia; London, United Kingdom; Munich, Germany; Johannesburg, South Africa; Tokyo, Japan; Singapore; and Dalian, China. AvePoint’s global team, fortified by an expansive network of certified partners, help more than 6,000 enterprise customers – including many Fortune 500 companies and government agencies – to protect, manage, optimise, and integrate their mission-critical SharePoint environments. AvePoint is a Depth Managed Gold Certified Microsoft Partner and GSA provider.

AvePoint Australia:
459 Collins Street, Level 22
Melbourne, VIC 3000
+61-3-9620-0200
www.avepoint.com.au