

"The fact that our feedback and requests are actually reflected in the DocAve Software Platform so quickly proves that AvePoint truly listens to the voice of the customer."

– Mr. Hirokazu Kawashima, Chief Information Officer  
Saga Prefectural Government

In 2008, the Saga Prefectural Government in Japan began "Innovation SAGA", a project to optimize the way it operated its Staff Portal Site. In order to provide a portal in which knowledge workers could navigate to internal resources quickly and seamlessly, Saga Prefectural Government deployed Microsoft Office SharePoint Server 2007. As "Innovation SAGA" commenced, Saga Prefectural Government worked with Microsoft, Konica Minolta Bizcom, and Uniadex to implement MOSS 2007. The government also turned to AvePoint's DocAve Software Platform to help optimize the deployment of SharePoint throughout the organization. Find out how.

**What is the primary goal of the intranet portal you wanted to create in SharePoint?**

*Mr. Hirokazu Kawashima, Chief Information Officer, Saga Prefectural Government:*

The primary goal of the portal site was to lead users to each site without any frustration. We wanted to make the site truly live up to the meaning of a "portal" by placing intuitive icons at the top of the page to create a one-stop shop. In terms of user interface, before this project, users could not go anywhere they needed to – internally – easily. Although it is a standard structure to place links on the top of the page in decreasing order of user access, we needed to change it to better match how our users intuitively use sites.

**What was the central issue regarding the visualization of user access?**

*Mr. Matsunaga, Project General Manager, IT, Saga Prefectural Government:*

We use SharePoint's Discussion Board functionality for the staff to share information with one another. In order to increase its usage, we wanted more visibility into which users actually look at this information as well as the frequency with which they do so.

**How will DocAve help improve your insight into user access of sites?**

*Ms. Sakaeda, Microsoft Certified Consultant, Principal of West Japan Systems Service Integration Section at Uniadex Corporation:*

According to the original plan, we were thinking

of developing an entire new system to serve this purpose, but with DocAve that will no longer be necessary. DocAve allows us to gather the access log, down to the item-level, and also delivers a list of users who have accessed specific articles. That way, we did not have to customize or create a new system for drilling down into user access – DocAve can do it.

*Mr. Kawashima:*

We can use DocAve to determine which content is most interesting to our readers at the time, as well as any problems or challenges our staff members are facing. This will not only aid in our maintaining an acceptable quality of service, but also help us better determine if our working environment is healthy, what information technology they are interested in, and so on. By looking at the access logs, we can find out if good content is truly being disseminated to everyone. If it's not, we can then brainstorm better ways to spread it.

We can also utilize the access logs to find out which pieces of content are most popular, and let the requisite writers know of this information. It may motivate them to continue providing high-quality content for our members. Also, the intention is that our portal will continue, grow, and evolve. With DocAve, we can access data to help us better dictate the future direction our portal site takes.

**Can you explain more what the "Personnel Reshuffle" entails?**

*Mr. Matsunaga:*

Once a year, we have a big reshuffling of



**Company:**

Saga Prefectural Government

**Number of Users:**

4,200

**Vertical:**

Government

**Location:**

Japan

**Platform:**

Microsoft Office SharePoint Server 2007

**Critical Needs:**

- More visibility into content users access within SharePoint
- Reducing the cost of change management regimes
- Simplifying data protection plan

**AvePoint Solution:**

DocAve Administrator for SharePoint  
DocAve Archiver for SharePoint  
DocAve Auditor for SharePoint  
DocAve Backup and Restore for SharePoint  
DocAve Content Manager for SharePoint  
DocAve Deployment Manager for SharePoint  
DocAve Replicator for SharePoint



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employees throughout the government: One-third of our staff moves from one department to another. For normal companies, this is an unbelievable shuffle. We do this from the end of March through the beginning of April. Usually, the last few days of the reshuffle culminates in an uncountable number of people running around the office. We're focusing on trying to make this a smooth operation.

#### **How do you believe DocAve will be able to improve your annual change management regime?**

*Mr. Ishimaru, Section Head, Systems Operation, IT, Saga Prefectural Government:*

When we purchased SharePoint, we figured there would be many more places to modify compared to the old technology system we used for Personnel Reshuffle. Therefore, it would take more time on each project event. So, the first time we saw DocAve's bulk setting feature, we thought it would definitely be useful. Especially for the accuracy required during the Personnel Reshuffle, it would be worth using DocAve to systemize the process instead of manually configuring SharePoint features. The setting of jobs could also be used repeatedly, which saved us time and ensured consistency.

#### **Why was creating a more robust data protection plan with DocAve integral to Innovation SAGA?**

*Ms. Sakaeda:*

For system operations, we cannot guarantee that our operation will never fail. So, we must have a backup for everything as a system integrator. When we were creating batches with SharePoint's native command line tool, it took us a long time to check if the restoring operation had been completed correctly. We knew that this would be much easier with DocAve. DocAve Backup and Restore for SharePoint was the only tool that supported restores without farm restriction. Furthermore, the restoring process, from farm-level down to the item level, was extremely simple. For example, the module has a tree structure which enables us to choose the contents to backup or restore with a simple, point-and-click operation all visible on one screen. When we were using native SharePoint functionality, we had to click through many different screens to find the expected objective – it required more steps than DocAve.

*Mr. Hiroto Toshida, Director of Systems Department, Konica Minolta Bizcom:*

In order for members to most effectively utilize SharePoint, we want them to feel free to play

with SharePoint contents and personnel sites. However, if all the users were having troubles such as accidentally deleting sites, then administrators' workloads would become quite large. DocAve's End-User Restore Web Part does not require DocAve administrator permissions to conduct restore operations, so our members can feel free to experiment with SharePoint with the knowledge that they can quickly restore SharePoint to its previous state should they wish to do so.

#### **How have you found your experience with AvePoint's service and support teams thus far?**

*Mr. Kawashima:*

AvePoint has been very responsive with regard to taking our feedback and reflecting it in DocAve in a short period of time. The fact that our requests were actually included in future releases proves that AvePoint is actually listening to the customer's voice. Since the maintenance operations cannot be seen outwardly, it is very difficult to show just how valuable DocAve will be in this initiative. However, I do believe that DocAve's effect will become very clear and apparent – particularly when it comes to our change management project. In past Personnel Reshuffles, everyone usually had to stay overnight for a few days. But with DocAve this year, I don't believe that will be necessary.

#### **What are Saga Prefectural Government's future plans with SharePoint and DocAve?**

*Ms. Sakaeda:*

Since all the staff members have permission to post data on the discussion board, the number of items reaches SharePoint's native limit of 2,000 items quickly. Right now, we automatically delete items before it reaches that threshold. However, instead of storing the items in the database we can use DocAve Archiver to relocate them and encourage users to continue posting information without any storage concerns.

*Mr. Kawashima:* I have been a long-time user of Microsoft SharePoint Products and Technologies. I've always liked it, and wanted to use it from the beginning of Innovation SAGA. Without having a firm supporting system, running SharePoint would be extremely difficult. So, in the case of users deleting content by mistake, we need robust third-party backup. For personnel reshuffles, we need streamlined administration and management solutions. We can do more with DocAve, and we are grateful.

**"We can do more with DocAve, and we are grateful."**

– Mr. Kawashima, CIO  
Saga Prefectural Government

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