

ATEA

Customer Location

Ballerup, Denmark

Industry

IT

Platform

SharePoint 2010, SharePoint 2013,
SharePoint Online – Office 365

Critical Needs

- Back up and restore 1 terabyte (TB) Share Point environment beyond native functionalities
- Migrate sites into new structure while increasing service level quality
- Verify that data storage and management practices are GDPR compliant

Solution

[DocAve Backup and Restore](#),
[DocAve Migrator](#), [DocAve Administrator](#), [DocAve Content Manager](#), [DocAve Report Center](#),
[AvePoint Online Services](#)

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Henrik Arndt, *Group CIO*, and
Anne-Marie Mikkleson, *SharePoint Business Consultant*, Atea

Atea Backs up, Ensures GDPR Compliance of 1 TB Microsoft® SharePoint® Deployment with DocAve®

Success Highlights

- Reduced time to restore and item from 2 hours to 20 minutes – a 60% time saving
- Verified GDPR compliance by tracking user permissions and improving content management practices
- Increased service level quality through flexible backup and restore capabilities for end users

Customer Profile

Atea is a Nordic organization and the market leader in IT infrastructure for businesses and public sector organizations in Europe’s Nordic and Baltic regions. The company’s IT team is based in Ballerup, Denmark.

The Challenge

As the market leader in IT infrastructure for European Nordic and Baltic businesses, Atea—based in Ballerup, Denmark—knows how to stay ahead in the ever-changing IT industry. It does so by offering creative approaches to technology challenges while meeting global sustainability targets. Achieving these goals is only possible through Microsoft SharePoint’s collaboration and knowledge sharing capabilities. With SharePoint 2010, 2013, and Office 365 – SharePoint Online, Atea’s 7,000 end users can easily manage projects and exchange information both internally and externally, on premises and in the cloud.

To backup and restore content for its hybrid SharePoint deployment, Atea had relied on the native functionalities provided by Microsoft, yet these proved insufficient. Determined to meet the needs of the company and its end users, Atea sought out a third-party solution that could handle nuanced backup and restore tasks for its 1 terabyte (TB) SharePoint environment.

The AvePoint Solution

By selecting AvePoint's [DocAve Software](#) platform, Atea could prioritize increasing SharePoint flexibility for its end users. DocAve Software—the enterprise-class infrastructure management platform for SharePoint—helps organizations use SharePoint in a more sustainable, secure, and productive way. "Compared to other solutions on the market, DocAve offered more flexibility for end users and provided the migration tools that our business needed," said Henrik Arndt, Group CIO, and Anne-Marie Mikkelsen, SharePoint Business Consultant. "The service level quality to support Atea's users has dramatically increased."

More specifically, with [DocAve Backup and Restore](#) Atea can back up its intranet and workspaces to the company server more efficiently than with native functionalities. Full backups of SharePoint on premises and SharePoint Online are performed weekly, and if an item is lost or accidentally deleted, Atea can restore it within 20 minutes. Before, it would have taken 2 hours to identify and restore the item—resulting in a 60% time saving.

Ensuring data management practices are compliant was also a critical goal. The General Data Protection Regulation (GDPR) will go into effect on May 25, 2018, at which time organizations in non-compliance will face heavy fines. For the company to align with these requirements, Atea needs to track user permissions. Thankfully, with [DocAve Content Manager](#) and [DocAve Report Center](#), Atea can move, copy, and restructure business data across SharePoint environments, as well as ensure new content is properly managed by tracking permissions. Doing so helps verify Atea's GDPR compliance. For more on GDPR, check out AvePoint's resources [here](#).

[DocAve Migrator](#) also allowed Atea to streamline the process of moving sites and site collections between SharePoint 2010 and 2013, as well as to Office 365. "Because we have a hybrid SharePoint environment, the ability to migrate sites to another platform in a different structure with DocAve is amazing. The flexibility of the tool has been a very positive feature," said Arndt and Mikkelsen.

The Bottom Line

The coming years will hold tremendous change for the IT industry—especially GDPR in May 2018—but with DocAve, Atea is up for the challenge. The organization will continue to take advantage of its hybrid SharePoint deployment, while using DocAve and [AvePoint Online Services](#) to go further and exceed the expectations of its 7,000 end users.

With DocAve, Atea can not only prepare for GDPR and simplify content management, but also deliver a high-quality service level to its users—something that was not possible before. "The most significant business advantage of implementing DocAve has been providing more comprehensive support, faster response times, and more flexible solutions to our end users," said Arndt and Mikkelsen.

AvePoint's 24/7 global technical support team has also saved Atea time and headaches. "When we had a trial but couldn't log on, the support team had a great response time and was very helpful throughout the process," said Arndt and Mikkelsen. With the DocAve Software platform, Atea will continue to make a powerful impact on European businesses and truly build the future through IT.

About AvePoint

AvePoint accelerates your digital transformation success. Over 16,000 companies and 6 million Office 365 users worldwide trust AvePoint software and services for their data migration, management, and protection needs.

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