

## CASE STUDY



### Customer Location

Auckland, New Zealand

### Industry

Professional Services - Accounting

### Platform

Microsoft Office 365

Microsoft SharePoint Online

### Critical Needs

- Flexible backup capabilities
- Ability to perform point in time restores
- Retain backups in archives in compliance with legal requirements

### Solution

DocAve Online

**“DocAve Online ensures there is no potential to lose any of our SharePoint Online data in the future.”**

**- James Dickinson,  
Chief Information Officer,  
BDO New Zealand**

## BDO New Zealand Achieves Flexible Microsoft® Office 365 – SharePoint Online® Backup with DocAve Online®

### SUCCESS HIGHLIGHTS

- Automatically scheduled incremental and platform level SharePoint Online backups
- Granularly restored important employee resources at the item, list, library, and site level for more than 870 users
- Stored backup data according to organizational retention policies with the ability to easily configure backup settings

### CUSTOMER PROFILE

BDO New Zealand is one of New Zealand’s largest networks of independently-owned accounting practices, dedicated to backing the success of New Zealand businesses. BDO New Zealand is part of BDO International, the fifth largest accountancy network in the world.

### THE CHALLENGE

An accounting firm with more than 870 employees, BDO New Zealand looked to the Microsoft Cloud as a scalable collaboration platform for its end users. To optimise its SharePoint Online intranet for business operations, IT created 11 site collections – one for each member firm. IT also set up industry-specific team sites and site collections for each of the organisation’s specialties: advisory, tax, and audit. While its SharePoint Online portal includes components for productivity such as Yammer integration, document templates, and workflows, it wasn’t always smooth sailing for the IT team.

During migration, a corrupt site template was accidentally deployed in BDO New Zealand’s production environment – essentially deleting all of the content the company already migrated to SharePoint Online. “Unfortunately, we could not recover any of that data because there was no content backup for Microsoft to retrieve,” said James Dickinson, Chief Information Officer at BDO New Zealand. “It wasn’t a catastrophe since our users weren’t yet working in the environment, but it opened our eyes to the necessity of a disaster recovery plan.”

With vital employee resources, training documents, and team sites living in its environment, BDO New Zealand began looking for a third-party SharePoint Online backup solution that would give IT more control than Microsoft offers natively.

## THE AVEPOINT SOLUTION

To meet its SharePoint Online backup needs, BDO New Zealand implemented DocAve Online, AvePoint's fully-hosted Software-as-a-Service (SaaS) solution for Office 365 management, which is part of AvePoint Online Services. "We evaluated a couple of solutions that would meet our needs," Dickinson said. "In choosing DocAve Online, we not only gained more flexible control over our SharePoint Online backup. We also gained a true business partner in AvePoint. The team did everything they could to make sure we were taken care of every step of the way."

Out of the box, SharePoint Online automatically takes backups every 12 hours and retains them for just 14 days. With DocAve Online, BDO New Zealand has the ability to automatically schedule both incremental and platform-level backups of its SharePoint Online content, ensuring no data is ever lost. "Within an hour of implementation, we ran a site backup," Dickinson said. "DocAve Online is easy to use and very intuitive."

In addition to customising its backup schedule, BDO New Zealand also gained the ability to granularly restore lost or deleted content. Where Microsoft natively allows for data restores at the site collection level, DocAve Online supports data recovery at the item level – ensuring no work completed after the recovery point objective is lost. "It's great to be able to granularly restore at the site, library, list, and list item level," said Alexander Bondin, System Administrator at BDO New Zealand. "Out of the box, SharePoint Online backup comes with a lot of limitations. With DocAve Online, we can achieve a much higher level of granularity through functions like filter policy and incremental backups."

While the organisation is still getting more employees ramped up on SharePoint Online, it has the option to invite external users to collaborate in certain workspaces in the portal. If they do choose to incorporate external users, BDO New Zealand is then subject to government legislation. With DocAve Online's backup capabilities, IT can configure backups to be archived according to organisational and legal needs. Ultimately, this will demonstrate compliance with government-mandated retention policies. "Our investment in DocAve Online is extensible across this secondary use case," Dickinson said. "If we open our portal to external users, we will be responsible for recording a 10-year history for certain document types. Having this information archived through

DocAve Online backups will help us in case of an audit."

As BDO New Zealand's business grows, SharePoint Online will scale to grow with it, and DocAve Online's backup capabilities provide peace of mind that it will never have to worry about data loss. "After the critical data loss we experienced when first deploying SharePoint Online, we knew we needed an 'insurance policy' to protect our data," Dickinson said. "DocAve Online ensures there is no potential to lose any of our SharePoint Online data in the future."

## THE BOTTOM LINE

When Microsoft's native SharePoint Online backup and restore capabilities were not enough to recover data lost during initial deployment, BDO New Zealand turned to DocAve Online's data protection capabilities. The organisation's IT team ensures they always have access to business content in the cloud because of DocAve Online's automatic backup and granular restore capabilities. "Where Microsoft gives us a 'framework' backup, DocAve Online ensures our content is backed up and always available," Dickinson said. "If, for whatever reason, a tenant became corrupt, we now have the ability to spin a new one up and populate it with content from our backup – meaning no business disruption and no data lost."

## ABOUT AVEPOINT

AvePoint is the Microsoft Cloud expert. Over 15,000 companies and 5 million cloud users worldwide trust AvePoint to migrate, manage, and protect their Office 365 and SharePoint data.

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