

CASE STUDY



Customer Location
Mannheim, Germany

Industry
Pharmaceutical Trading

Employees
>30,000

Plattform
Microsoft SharePoint 2013
Microsoft SharePoint 2010
Microsoft SharePoint 2007

Critical Needs

- Movement of content across SharePoint farms while retaining full fidelity
- Increased SharePoint reporting capabilities
- Flexible content backup and recovery

Solution

DocAve Administrator
DocAve Backup and Restore
DocAve Content Manager
DocAve Report Center

“DocAve has helped us go beyond PowerShell workarounds and SharePoint’s native capabilities for backup, reporting, and migration – which has saved us a lot of time.”

*- SharePoint administrator,
PHOENIX group IT*

PHOENIX group IT Simplifies Microsoft® SharePoint® Management, Reporting, and Backup with DocAve®

SUCCESS HIGHLIGHTS

- Retained all metadata – including user permissions – when copying content between SharePoint farms to ensure governance
- Easily generated reports displaying permission changes and SharePoint usage, providing IT with more robust SharePoint auditing capability
- Granularly recovered content at the item level

CUSTOMER PROFILE

PHOENIX group IT GmbH & Co KG operates as part of the PHOENIX group from Mannheim which is a leading pharmaceutical trader in Europe. Active in 26 countries, the company offers unique geographical coverage throughout Europe, making a vital contribution to comprehensive healthcare with more than 30,000 employees. The PHOENIX group’s vision is to be the best integrated healthcare provider – wherever it is active.

The PHOENIX group considers itself to be a link between manufacturer and patient. Pharmaceutical manufacturers, pharmacies, doctors, hospitals, health insurance funds, and patients across Europe can benefit from our service offering. In pharmaceutical wholesale, the PHOENIX group is active with 153 distribution centers in 26 countries and supplies pharmacies and medical institutions with drugs and other health products. Numerous other products and services for pharmacy customers complete the portfolio – from support with patient advice to modern goods management systems to pharmacy cooperation programs. Pharma Services provides services across the whole supply chain for the pharmaceutical industry. The PHOENIX group already operates around 2,000 of its own pharmacies in 12 European countries, thereby having profound knowledge of the pharmacy business. More than 13,000 pharmacy employees have around 120 million customer contacts each year. They dispense around 260 million drug packages to patients and advise them on issues concerning pharmaceuticals and general health. www.phoenixgroup.eu

THE CHALLENGE

PHOENIX group IT uses SharePoint to enable collaboration for its large, geographically-dispersed user base. SharePoint provides the organization’s employees with a robust, centralized platform for document sharing, project collaboration, and tracking appointments.

One of these challenges was SharePoint backup. "We wanted to be able to manage SharePoint more easily than we could with native capabilities," said a SharePoint administrator at PHOENIX group IT. "Because SharePoint does not allow data recovery at the item level, it was a lot of work, and took up too much time."

Another challenge was SharePoint reporting. Admins wanted to be able to provide usage data to IT management and business stakeholders. PHOENIX group IT searched for a third-party solution that would enable them to expand its SharePoint management and reporting capabilities.

THE AVEPOINT SOLUTION

After evaluating several solutions, PHOENIX group IT ultimately implemented DocAve Software, AvePoint's fully-integrated platform for SharePoint migration, management, and protection. "AvePoint's solution was the best offering in terms of performance and support," the administrator said. "DocAve has helped us go beyond PowerShell workarounds and SharePoint's native capabilities for reporting, backup, and restructuring – which has saved us a lot of time."

Before being able to fully advantage of SharePoint 2013, IT used DocAve Content Manager to look at its source and destination environments side by side and quickly identify legacy elements for propagation. "We didn't necessarily want to move all of our legacy data to our new deployment," the administrator said. "With DocAve, we are able to decide what content to copy or move as we go along. It is now much more convenient to granularly select items to copy or move between farms."

With DocAve Content Manager, PHOENIX group's IT team can also easily copy user permissions over to its new environment along with content. This ensures consistency across farms, and is crucial in maintaining a secure environment.

In terms of SharePoint reporting, IT wanted to be able to answer questions such as, "How many site collections are in the environment?" and "What permissions were modified last month?" With DocAve Report Center, PHOENIX group IT gains the ability to easily generate and export reports that give both IT and the business insight into how SharePoint is used.

DocAve also provides PHOENIX group IT's team with an easy-to-use backup and recovery solution. With the ability to schedule automatic full and incremental backups, administrators spend significantly less time on manual processes. "SharePoint backup management is very easy with DocAve," the administrator said. "I can also restore documents much faster than before. Now, it takes minutes. I am very happy with DocAve as it saves me a lot of time and allows me to work on other IT services."

THE BOTTOM LINE

With DocAve, PHOENIX group's IT team has gained additional functionality and flexibility in SharePoint restructuring, reporting, and backup – all of which are managed from a centralized platform. "DocAve has made organizing our new SharePoint environment much easier than it was in the past," the administrator said. "DocAve allows us to selectively copy content from our legacy environment to the destination with full fidelity. When we have to retrieve content from a backup, it is also restored with all metadata intact. All of DocAve's different functionalities can be managed from a centralized platform, which saves us a lot of time."

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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