



Quest Earns Top Marks by Protecting West Suffolk College's SharePoint Application, Delivering Peace of Mind, Time Savings and 100 Percent ROI

West Suffolk College provides education to adults, 16 year-old school leavers and 14–15 year-old school children on vocational courses. There are 1,200 full-time and 8,000 part-time students, and about 350 full-time and 150 part-time staff members. West Suffolk College sought help from Quest Software to protect its SharePoint environment.

The Challenge

West Suffolk College implemented a SharePoint-based staff intranet to deliver management information and to share common resources. The staff provided and managed content for the site, while the college's software support team backed up the application on a regular basis. If any SharePoint sites were lost or deleted in error, restoring from backup would result in overwriting the entire application, including all subsequently updated content. A partial restore was not an option.

The intranet was growing in popularity and the college became concerned about the possibility of lost content. The support team knew that a recovery solution was required to protect the information stored on the intranet.

The Quest Solution

The college's IT support team surveyed the market and narrowed its choice to two products. Quest's Recovery Manager for SharePoint was selected because of its functionality by providing a wide range of management and technical reports as well as offering full granular restoration direct from a standard SQL backup file. This met West Suffolk College's requirements in full. The college also liked the solution because of its intuitive user interface.

Recovery Manager for SharePoint is an enterprise recovery solution that provides emergency access to all SharePoint content. With Recovery Manager, any recovered content can be restored directly to the SharePoint instance or saved to a file system. Recovery Manager provides granularity for the restore operation; anything in the backup of the content database—individual documents, lists, document libraries, sites, workspaces—can be restored separately. And because Recovery Manager works with backups from SQL databases, all information stored in the databases, including alerts, permissions, metadata and custom views, can be restored. Recovery Manager also provides a convenient way to search, locate and preview any item from across multiple database backups before restoring it.

The college purchased Site Administrator for SharePoint at the same time. This provided the college with the tools to understand and manage the entire SharePoint environment, giving visibility into all SharePoint servers, site collections and sites. More than 30 out-of-the-box reports are available within Site Administrator, which can be customised if required. Built-in global policy settings reduce the risk of poor network performance, server storage issues, security breaches, support backlogs and failures to comply with information requests.

West Suffolk College implemented both solutions in October 2007, and found Quest's support team to be knowledgeable, helpful and very responsive.

The Bottom Line

Recovery Manager for SharePoint gives West Suffolk College peace of mind that any lost intranet content can be recovered quickly and painlessly. "Lots of time and effort has been invested in the SharePoint intranet to make it a valuable resource for management of the college," explained Peter Green, Software Support Manager, West Suffolk College. "Recovery Manager for SharePoint is our insurance policy against loss. We are completely confident that in the event of loss, we'll be able to recover the application quickly and easily."

The college is certain that in the event of failure, Recovery Manager for SharePoint would pay for itself several times over. "There is no doubt in my mind that if disaster were to strike, the ROI of our Quest solution would be well over 100%," said Green.

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*—Peter Green,
Software Support Manager,
West Suffolk College*



Overview

Headquarters

Bury St. Edmunds, England

Services

Education

Critical Needs

To protect and more effectively manage SharePoint-based staff intranet

Solution

Recovery Manager for SharePoint and Site Administrator for SharePoint

Results

- Provides peace of mind for a full recovery in the event of SharePoint content loss
- Delivers ROI of more than 100% in the event of failure
- Saves time in recovery operations—requiring minutes instead of days
- Enables a proactive approach to SharePoint management for additional time savings

In the event of failure, Recovery Manager for SharePoint will also deliver significant time savings to the college. "If we were to lose SharePoint content, Recovery Manager would restore that content in a matter of minutes," noted Green. "Without the Quest solution, it could take us days to recover, with no guarantee of a perfect restore, and every chance of severely irritated users."

Additionally, Site Administrator for SharePoint has provided the college with an early-warning system for its intranet, leading to time savings within the support team. "Site Administrator drives us to be proactive, allowing us to resolve any issues, such as poor performance, or shortage of disk space, early on before the problem develops and before they affect the users," added Green. "The resulting time savings allow us to focus on adding value to the service we provide for the college."

About West Suffolk College

West Suffolk College provides further education to 1,200 full-time and 8,000 part-time students, and employs about 350 full-time and 150 part-time members of staff. The profile of students is wide and includes 16 year-old school leavers and 14–15 year-old school children on vocational courses, as well as adults on part-time evening classes or degree courses, or working towards a vocational qualification.

About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organisations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Quest provides customers with client management as well as server and desktop virtualisation solutions through its subsidiaries, ScriptLogic, Vizioncore and Provision Networks. Quest Software can be found in offices around the globe and at www.quest.com.