



Quest Reduces SharePoint Recovery Time from a Full Day to Minutes for RSP Architects

Established nearly 30 years ago, RSP Architects is a highly respected architectural firm with offices in Minnesota, Arizona, and Tianjin, China. The firm focuses on projects in corporate, institutional, manufacturing, research, retail, and government areas. Its 260 employees rely on a variety of applications running on both Windows and Unix platforms. When SharePoint was implemented to manage the firm's documents and facilitate communication, RSP Architects turned to Quest for a reliable and granular recovery solution.

The Challenge

To provide secure and efficient collaboration among its staff and contractors, RSP Architects implemented Windows SharePoint Services (WSS) 3.0. According to system administrator Sharny Yang, each department has its own site where its members can share architectural drawings and other documents with fellow employees and consultants. In addition, employees can create personal sites for sharing their Exchange tasks or calendar as well as other documents and data. All employees have access to the company-wide calendar, tasks, and other information. By coordinating everything on these sites, employees are able to schedule meetings and work more effectively.

As SharePoint became the repository for more and more data at the firm, it became a more valuable collaboration tool. RSP Architects recognized that it was critical to efficiently recover items that were accidentally deleted, incorrectly modified, or lost through corruption or hardware failure. Although the company was satisfied with the built-in SharePoint backup solution, its recovery tools were inadequate, according to Yang.

With native tools, recovering a single deleted item could take several IT staff members an entire day. First, the staff needed to recover the entire site from a backup. Then, that restoration process would overwrite all changes that had been made since the backup, including configuration and XML files. This meant the current versions needed to be carefully saved and then manually copied back in—a cumbersome process, to say the least.

The need for a reliable tool became clearer when a contractor who was assisting with development accidentally lost critical SharePoint information. The three IT team members worked a full day, manually copying and exporting configurations using native tools. They were unable to recover individual items and had to restore entire sites. The process forced them to overwrite some critical data in order to complete the recovery. "It's not something we want to do again," said Yang.

The system administrators began searching for a third-party solution that would provide effective granular recovery of all SharePoint items.

The Quest Solution

Sharny Yang and other IT staff at RSP Architects examined the market for SharePoint recovery solutions. They found that some vendors offered products that could recover files, such as those in Word, Excel, and .pdf formats, but not other critical items, such as tasks and calendar items. Other products, Yang reported, were simply too expensive because they required additional servers and a proprietary backup format. This would result in lost data because it was included in backups before the new format could be implemented.

Then the IT team members learned about Quest Recovery Manager for SharePoint, a robust solution for single-item recovery and emergency access to documents. Recovery Manager provides true granular restore: any SharePoint object—an individual document, a list item, a document library, a site—can be restored separately in seconds with all its associated settings (permissions, alerts, linked objects, properties, views, etc.).

With a single click, Recovery Manager compares your live data with the backup content and lists all deleted or modified documents. You can search across multiple backups for an item by name, size, or type of file. Plus, you can specify keywords from the document title, and easily sort your search results by any field. Recovery Manager also enables you to preview an item before restoring it.

"Quest Recovery Manager for SharePoint gives us the peace of mind that we can quickly select the files or sites we want to recover, and know that recovery will be fast and complete. It's been tested and it works well."

—Sharny Yang,
System Administrator,
RSP Architects



Overview

Headquarters

Minneapolis, MN

Services

Architectural design

Critical Needs

To recover individual items deleted from SharePoint

Solution

Recovery Manager for SharePoint

Results

- Enabled fast and easy granular recovery of all SharePoint items
- Increased working efficiency of both IT staff and architects
- Integrated easily with existing backup solution
- Reduced IT work load

RSP Architects was pleased that Recovery Manager can locate and use backups made with native SharePoint tools. This meant the company did not have to implement a new backup solution. Nor did it need to invest in new servers: Recovery Manager could be installed on the company's existing hardware. In addition, the solution was easy to install: Yang estimates the entire installation process, including the analysis and searching through the domain, took him fewer than 15 minutes.

"The biggest reason we picked Quest Recovery Manager was its simplicity," explained Yang. "It did everything we needed it to do and didn't involve a lot of other stuff that you have to add on."

The Bottom Line

Recovery Manager has proven to be the effective granular recovery solution that RSP Architects needed. With Recovery Manager in place, restoration takes one IT staff member a matter of minutes, instead of days. The staffer simply selects the appropriate backup from the list provided, chooses the item to be restored from that backup, and restores it. According to Yang, he has restored most requested items in mere seconds, and the longest he has ever waited was 12 minutes, when he restored two large items. Recovery Manager's easy granular recovery not only saves valuable time, but it also improves the productivity of the users who request deleted items. They are back to work in minutes instead of having to wait an entire day for documents they need.

Finally, Recovery Manager gives RSP Architects peace of mind that the entire SharePoint environment could be recovered quickly in the event of major data loss. "About 80 percent of our users were using SharePoint for collaboration, and the other 20 percent were using it for internal communication," explained Yang. "If SharePoint were to go down, it could cost us as much as \$64,000 a day."

Yang estimates that without Recovery Manager restoring significant lost data to SharePoint would take approximately two days. But with Recovery Manager, the recovery could be complete in just an hour or two, with few staff resources required. This not only saves the company a significant amount of money, but also preserves important business relationships and keeps employees productive.

About RSP Architects

Established nearly 30 years ago, RSP Architects is a highly respected architectural firm with offices in Minnesota, Arizona, and Tianjin, China. Its 260 employees focus on corporate, institutional, manufacturing, research, retail, and government projects. Clients include Ameriprise Financial, American Express Company, Arizona State University, Comerica, Inc., GMAC ResCap, Boston Scientific, Madison Marquette, the Mayo Clinic and Foundation, Tianjin Haihe Development Commission, Travelers, Target Corporation, UnitedHealth Group, the U.S. Army Corps of Engineers, the University of Minnesota, and Wells Fargo & Company. RSP Architects is also a valued part of its community and has been a member of the Minnesota Keystone Program for years. The company gives at least 5% of pre-tax profit back to the community, supports local arts and cultural programs, donates school supplies, and assists in disaster relief.

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.

Quest Software Incorporated. • To learn more about our solutions, contact your local sales representative or visit www.quest.com.

Headquarters: 5 Polaris Way, Aliso Viejo, CA 92656, USA

© 2008 Quest Software Incorporated. ALL RIGHTS RESERVED. Quest Software and Defender are trademarks and registered trademarks of Quest Software, Inc. in the U.S.A. and/or other countries. All other trademarks and registered trademarks are property of their respective owners.

CSW-RSP_Architects-US-AG-062108

