

How to Minimize Throttling Bottlenecks in SharePoint Online & Microsoft 365

As an ISV (independent software vendor), AvePoint is committed to continuous improvement and development of our products. We follow Microsoft best practices – using recommended technology practices and supported APIs – to optimize for performance and comply with your support contracts.

AvePoint follows [Microsoft's throttling best practices](#) to mitigate throttling risks whenever we move data or take action on your Microsoft 365 environment, to ensure business continuity for your users.

Microsoft Best Practices	AvePoint's Approach
<p>Reduce the number of concurrent requests</p>	<p>☑ AvePoint's SaaS products are cloud native solutions built on top of elastic Azure cloud platform. They have built-in concurrency control over backup, migration, and other data-mover jobs based on heuristic KPIs and algorithm know-how accumulated from many years' experience and refinement in M365 ecosystem. When heavy throttling is detected, concurrency is lowered to reduce Microsoft's throttling.</p>
<p>Avoid request spikes</p>	<p>☑ Concurrency is controlled by heuristic KPIs and algorithms to ensure even API load when jobs are running.</p>
<p>Choose Microsoft Graph APIs over CSOM and REST APIs when possible</p>	<p>☑ By default, AvePoint products use best-practice APIs and Microsoft technology recommendations.</p> <p>☑ CSOM is only used for situations where Graph API has function gaps. Any trade-offs are documented in detail in available product user guides.</p>
<p>Use the Retry-After and RateLimit HTTP headers</p>	<p>☑ AvePoint products (Cloud Backup, Fly, etc) for Microsoft honor Retry-After and Rate-Limit HTTP headers. This means that when Microsoft 365 signals us to wait, our products will before trying again when they have the go-ahead (as per Microsoft's best practice recommendations).</p>
<p>Decorate your traffic so we know who you are (see section on traffic decoration best practice more on that below)</p>	<p>☑ All AvePoint calls are "decorated" with ISV tags to help Office 365 know where our traffic is coming from. (Note that decoration of calls is only valuable after you have been throttled and are troubleshooting logs so, while useful, this does not help much to avoid throttling itself.)</p>

AvePoint | Microsoft Alliance

AvePoint's 20+ year partnership with Microsoft has produced best in class solutions that enable global organizations to thrive with the latest Microsoft Technology. As one of the first vendors, we have a long history with Microsoft and have accumulated many best practices around throttling and scaling over the years. With an elastic architecture, proactive concurrency, monitoring and adjustment, we achieve reliable scalability.

AvePoint participates in Technology Adoption Programs (TAPs) across Microsoft 365 and Microsoft SharePoint technologies. AvePoint also participates in various API preview programs (Migration API, Teams Export and Import APIs). Our participation ensures AvePoint cloud and on-prem technology support the latest Microsoft releases as they are available. AvePoint's monthly cloud releases reflect this timeliness.

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Microsoft Partner



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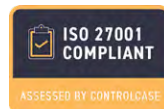
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