



Customer Location
Geneva, Switzerland

Industry
Nonprofit

Platform
Office 365

Critical Needs

- 25 year retention for R&D data
- Reliable backup for Office 365
- Set it and forget it tool

Solution

- AvePoint Cloud Backup

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- Pascal Carpentier, Head of Information Systems, DNDi

DNDi Aims For 25 Year Retention SLA for Critical Medical R&D Data With Unlimited Cloud Backup

Success Highlights

- Successfully backing up terabytes of data in Office 365 with successful track record of critical restores
- Ability to granularly restore at the item level as well as permissions

Customer Profile

In 2003, Doctors Without Borders, the World Health Organization, and five international research institutions founded the Drugs for Neglected Diseases initiative (DNDi).

The nonprofit organization discovers, develops, and delivers new treatments for neglected patients around the world that are affordable and patient-friendly – and has saved millions of lives

The Challenge

Data retention and access is mission critical for DNDi.

“Once a product is on the market, we need to monitor to ensure there are no side effects,” said Pascal Carpentier, Head of Information Systems, DNDi. “If someone takes the treatment and suffers from serious side effects, the authority of the country conduct an investigation, and we need to have content, studies, and findings in hand.”

Due to the life or death nature of their work, this data needs to be backed up and retained for a considerable amount of time.

“All data from clinical trials needs to be kept for a minimum of 25 years after the end of life of the treatment,” said Carpentier.

The rising amount of data being generated, long retention period, spike in Microsoft Teams usage driven by COVID and storing of video files combined to make storage an issue for DNDi.

“We were struggling with the space and size of our backup storage,” said Mr. Carpentier. “We knew we needed to look at unlimited storage options.”

The AvePoint Solution

DNDi is now leveraging AvePoint Cloud Backup and its unlimited backup option for 517 users across Exchange, SharePoint Online, OneDrive, Groups, Microsoft Teams and Project Online.

AvePoint Cloud Backup has turned out to be a better fit than their previous backup vendor, Veeam.

"We decided to go with AvePoint Cloud Backup because we had a poor backup provider and an exploding amount of data. AvePoint unlimited storage was just what we needed," said Carpentier. "We had a situation with our previous vendor where backups were lost and impossible to retrieve, the product is just not mature enough for what we need."

With AvePoint Cloud Backup, DNDi doesn't have to worry about storage, reliability or usability.

"The experience with Cloud Backup is great," said Mr. Carpentier. "It simply works, which brings tremendous peace of mind."

The Bottom Line

DNDi now has a solution they can trust with ability to do granular restores at the item level.

"We have done about several restores over the past year mostly in Exchange and OneDrive," said Mr. Carpentier. "It's been excellent so far."

DNDi is now evaluating AvePoint Cloud Governance and how it can help automate its management of Microsoft Teams and Sharepoint online.