Quebec's leading transit service provider enhances disaster recovery with G.A. Suite

Business relies on FluentPro to ensure secure Microsoft Project Online backup and restoration

fluentpro

PROJECT BACKGROUND

The organization offers public transit services throughout greater Quebec City and paratransit services.

The Quebec company was founded in 1864 when a group of residents introduced a horse-drawn omnibus. Today, it retains its community focus. Its activities enable approximately 575,000 people to travel throughout its service area - at a reasonable price - allowing them to work, study and enjoy social pursuits.

PROJECT DESCRIPTION

The transport provider manages its projects via two PWAs: one for production and one for testing.

Its PWA for production contains 112 projects - including approximately 50 with active plans and SharePoint sites.

CHALLENGES AND CHALLENGES FACED

While Microsoft Project Online is a powerful tool, the organization recognized that, as a cloud system, there is a significant risk of data loss.

That's why, when they decided to start using Project Online to manage projects, they identified a need for a tool to enhance the organization's disaster recovery capabilities.

"For each system, we have backup strategies. As PWA is a cloud system, it was important for us to find a tool to help us do backup and restore, explains the CTO of Support Services.

"We have a lot of projects, and we don't need any loss of data because it would mean a loss of time for many people to recover from such a problem."

SOLUTION DELIVERED

FluentPro recommended G.A. Suite, its administration, management, and data protection platform for Microsoft Project Online and SharePoint. Designed to make managing Microsoft Project Online environments easier, its functionality has impressed the CTO and his colleagues. "G.A. Suite helps us support our use of PWA on a day-to-day basis," he comments.

Using G.A. Suite has allowed the business to schedule automated backups - with confidence - at the precise intervals needed. While backing up project plans daily, the platform's implementation means that the business can rely on weekly backups for SharePoint sites, timesheets, and monthly backups of configurations. This scheduling has been put to the test on two occasions after the organization identified issues with file corruption. CTO recalls: "We used G.A. Suite to restore a project plan twice successfully because the plan we had was corrupted, and we were not able to open it anymore. "This was a success, and the project manager was grateful for that."

FluentPro G.A. Suite's copy features were advantageous when the company wanted to create PWA Tests from the PWA Production environment. "We have only one system pilot to administrate our PWA, so we don't have a lot of time to maintain and update our PWA test," explains CTO. According to the CTO, the organization uses G.A. Suite's copy and data management features with impressive results. "We wanted to elaborate a recovery strategy while testing the copy features of FluentPro G.A. Suite...and it went very well."

In addition to G.A. Suite, the company uses FluentBooks. "We began using G.A. Suite and FluentBooks as we began using PWA," comments CTO.

Although FluentBooks is used less frequently than G.A. Suite, it proved itself useful to the team. "We used FluentBooks when we were implementing PWA to extract configurations and import a list of cost resources. This was very helpful."

Since implementation, the Quebec organization has described G.A. Suite as a 'time saver'. He explains: "Being able to schedule backups means that we do not need an IT team to spend time on doing these backups." According to the CTO, the platform's ability to select a project by view has reduced the resources and time needed "because we don't need to go and had new projects in the schedule."

The support offered by FluentPro has been equally impressive. "Every member of the team is proactive, answers quickly to our questions and makes good follows-up on the subjects we are discussing," he enthuses. "We are nicely surprised to receive a message from the team offering their help when they detect that we are using the tool."

The team also makes good use of FluentPro online support - including a chat tool that allows them to "ask random questions" to increase their understanding.

VALUES DELIVERED

Partnering with FluentPro has provided several benefits to Quebec transport provider, including:

- ✔ Quicker and easier backups for configurations, projects, project sites, and timesheets
- ✔ Fewer local technological resources
- ✔ Easier identification of errors
- ✔ Fully automated backup scheduling
- ✔ Streamlined in-house management of PWA environments
- ✔ Quicker in-house recovery
- ✔ Reduced need for external support
- ✔ Reliable incremental and full data backup

ABOUT FLUENTPRO SOFTWARE CORPORATION

FluentPro Software helps organizations simplify and automate migration, implementation, configuration management, data protection, and Microsoft PPM solution integrations.

Established in 2010, FluentPro software is used to effectively manage Microsoft PPM Platform solutions (Microsoft Project Online, Microsoft Project Server, and Power Platform).

FluentPro works with some of the world's largest organizations, including Goodyear, Abbott, and NBC Universal. A Microsoft Partner in PPM, FluentPro has worked on multiple complex global implementations building sophisticated integration to external financial systems.

The business offers solutions for migration, disaster recovery/backup, configuration management, implementation, administration, business intelligence, and report development.

A US-based corporation headquartered in Redmond, Washington, FluentPro employs a team of more than 60 to ensure it delivers innovative, high-quality solutions that generate the best results.

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"FluentPro understands their customer needs in regard to PPM and offers appropriate solutions to these needs.

"Every member of the team is proactive, answers quickly to our questions and makes good follows-up on the subjects we are discussing.

"FluentPro G.A. Suite is surely a time saver. Being able to schedule back-ups means that we do not need an IT team spending time on this."

Fluent Books

Helps PWA administrators and consultants with migration and configuration management activities in Microsoft Project Online and Project Server.

G.A.Suite

Provides tools to backup/restore/archive data, manage Microsoft Project Online configuration lifecycle, and implement governance policies.

project migrator

Provides an automatic migration between project management systems like Microsoft Project for the Web, Dynamics Project Operations, Project Online, Monday.com, Trello, Asana, Office 365 Planner, Smartsheet.

Backup

Provides secure protection of project management systems including Microsoft Project for the web, Office 365 Planner, Asana, Monday.com, Smartsheet and Trello project management systems by automatically creating the backups needed to ensure easy file restoration.

IntegrationHub

Integrates Microsoft Project Online and third-party agile platforms, such as JIRA Software, Azure DevOps, Microsoft Office 365 Planner, and Outlook.

DataMart

Provides advanced business intelligence, analytics, executive reporting, trend analysis, and data visualization they need to make data-driven decisions.

To learn more about other FluentPro products or request a demo, please contact the FluentPro Sales Team

Contact

sales@fluentpro.com | +1 (855) 358 3688