NetApp SaaS Backup for Salesforce

Guard your Salesforce data from threats or accidental deletion

Key Benefits

- Find and recover lost data with advanced search capabilities
- Protect your Salesforce data with a secure and encrypted protection solution
- Automated and simplified way to back up Salesforce data for both production and sand box environments
- Advanced search-and-browse features and granular recovery capabilities to find and restore lost data.
- Agentless, simple, wizard driven interface

Challenges

Businesses are moving away from on-premises applications and adopting software-as-a-service (SaaS) offerings to cover many of their needs at an ever-increasing rate. The downside of SaaS offerings is that they make sure that your service data is available, but they don't protect your underlying critical data. It is evident that data loss is devastating for any organization because it can result in lost customers, lost revenue, and damaged reputation.

Some of the common causes for data loss are shown in Figure 1:
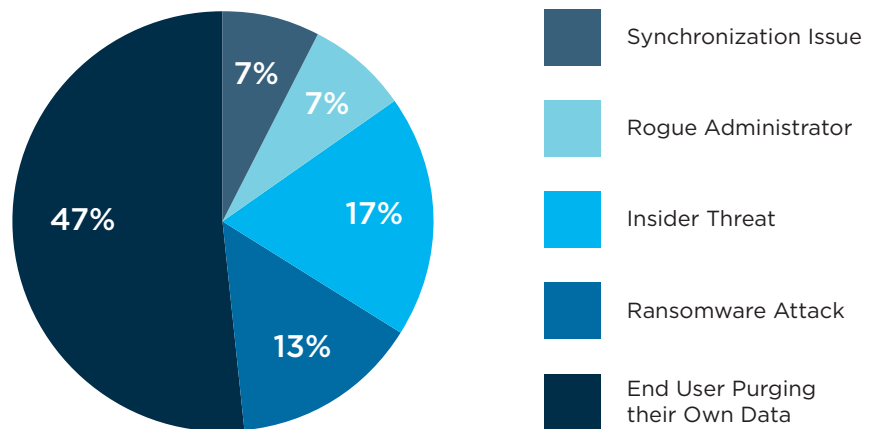

Figure 1: Common Data Loss Causes

Even with secure SaaS platforms like Salesforce, data loss exists in real time because they cannot protect you from human or malicious errors or ransomware at your end. Although Salesforce does provide data protection to their users, it comes with its own set of challenges. Some of those challenges are:

- Backup data retention for a maximum of 90 days only
- Cumbersome and time-consuming process of recovering the data from .csv files that Salesforce provides as part of their data recovery plan
- Large flat fee of $10K per recovery and a recovery period of 6-8 weeks
- Salesforce Data Recovery Services does not restore metadata

The Solution

NetApp® SaaS Backup is a reliable, secure, and scalable service that protects your mission-critical data from accidental deletion, corruption, or malicious intent. The service, offered on a license per seat, per year basis, requires no installation and is easy for any business to use.
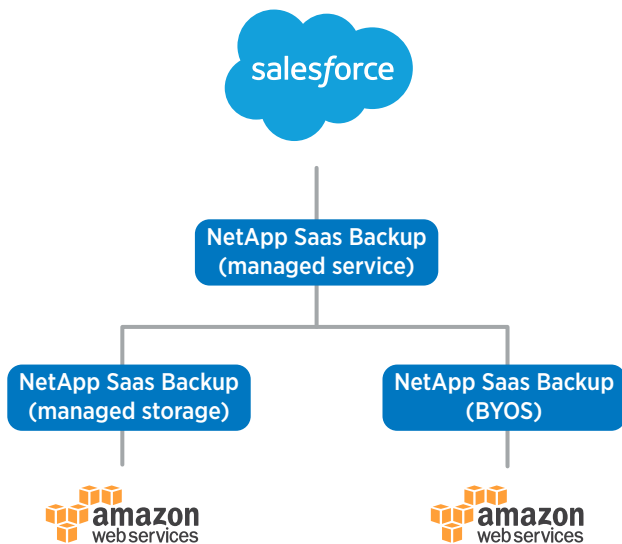
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Figure 2: SaaS Backup for Salesforce

Robust Salesforce Data Protection Solution

SaaS Backup protects Salesforce data in transit with Secure Sockets Layer (SSL) encryption and at rest with 256-bit AES object-level encryption. In addition, SaaS Backup uses a unique encryption key for each customer, and the keys are securely stored and managed with Amazon Web Services (AWS) Key Management Server (KMS). Use of a unique Amazon S3 folder for each customer enables data isolation.

Point-In-Time Recovery Snapshots

With NetApp SaaS Backup, you can store your backups for as long as you want, and you can go back to any point-in-time Snapshot copy. Also, the changes can be viewed in sObjects (standard objects) across various backup Snapshot copies and you can choose what you want to restore.

Security and Privacy

NetApp SaaS Backup implements various levels of security controls to protect the personal information in the backup data against unauthorized access. Not only that, our solution provides detailed auditing of user activity, which enables you to keep track and record the use of backup data. You can also derive patterns on unusual or suspicious user activity.

Compliance and Data Retention

With NetApp SaaS Backup, you have complete peace of mind knowing that your data is protected at a secondary location, in addition to the SaaS provider's data center. Not only that, you can choose the location and meet off-site compliance requirements for your critical data.

How the Service Works

SaaS backup is an easy-to-use, cloud-native, SaaS offering. It only requires you to sign in, choose your backup target and start protecting your data. You may purchase a one year, two year, three year, or five year license and launch the service. No hardware or software to be purchased or any installations to be performed.

About NetApp

NetApp is the data authority for hybrid cloud. We provide a full range of hybrid cloud data services that simplify management of applications and data across cloud and on-premises environments to accelerate digital transformation. Together with our partners, we empower global organizations to unleash the full potential of their data to expand customer touchpoints, foster greater innovation and optimize their operations. For more information, visit www.netapp.com