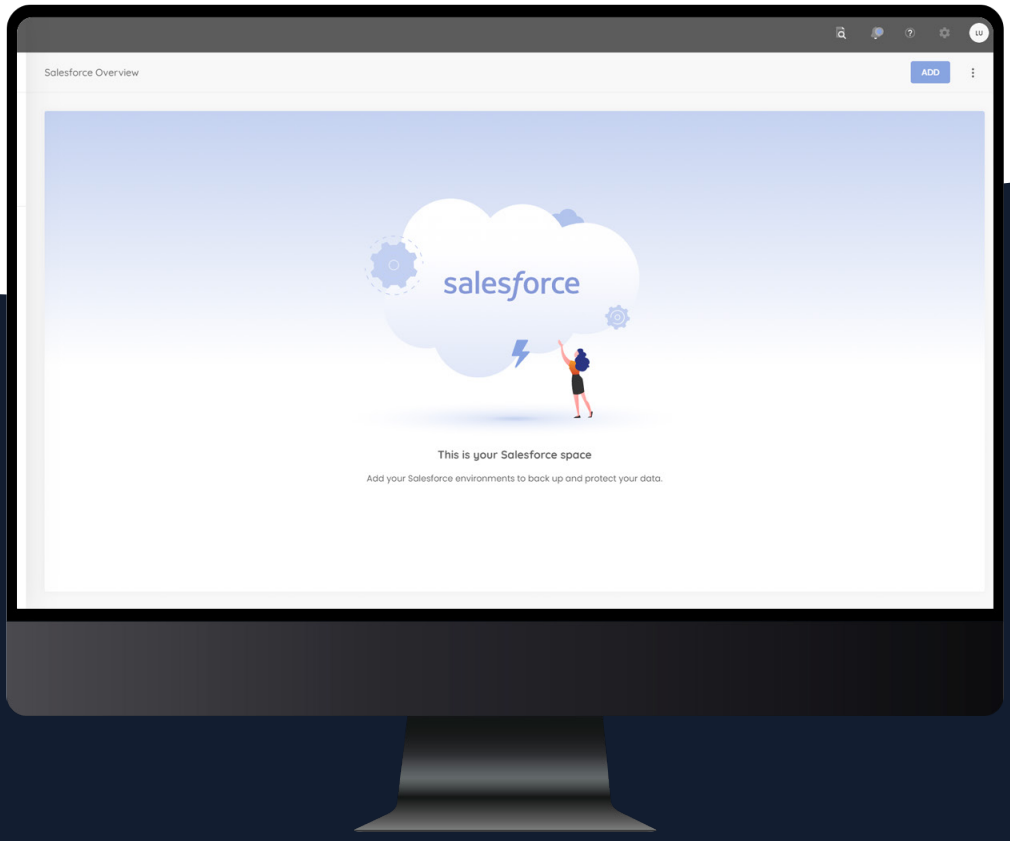
Salesforce Backup

Protect Salesforce CRM data against human error, malicious activity and other disasters.

Retain a copy of business-critical CRM data outside of Salesforce for peace of mind and to assist with compliance.



Set up scalable, hardware-free protection in minutes

Back up and recover Salesforce data seamlessly with Redstor.

Get set up in seconds.

Scale instantly and infinitely with zero hardware required.

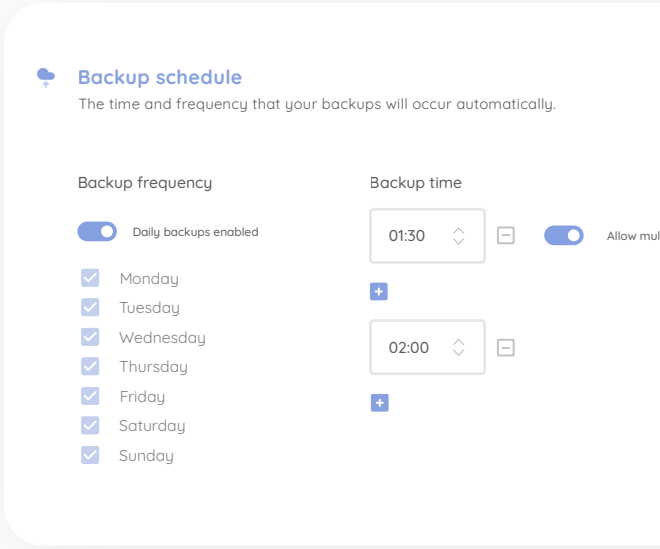
Backup direct from Salesforce to Redstor with no impact on local bandwidth.

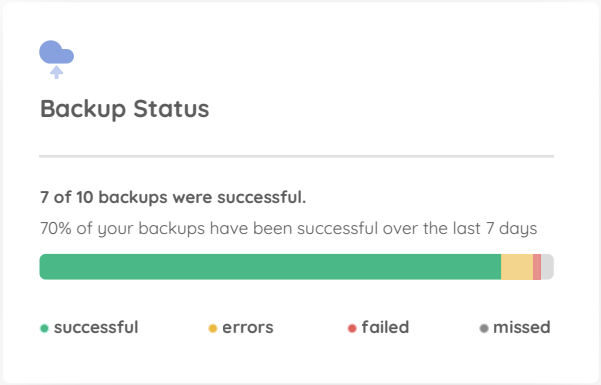
Schedule automated Salesforce backup

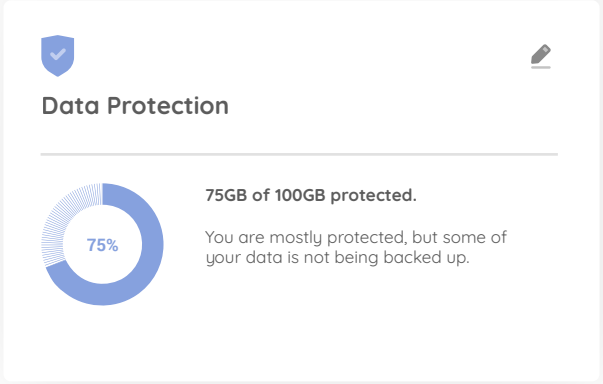
Set up automated backups of all Salesforce data in a few clicks, then forget about it, safe in the knowledge that it can be easily recovered.

In doing so, avoid the time-consuming and complicated task of configuring schedules and retention periods separately in numerous places within Salesforce.

While useful, Salesforce's backup and retention can only protect customers from data loss up to a limited extent, and is no substitute for third-party backup.







Centralise backup of all data within a single platform

There has been a huge shift in business-critical workloads and data to SaaS platforms, such as Salesforce, the undisputed market leader in customer relationship management (CRM) software.

The addition of new cloud platforms to IT environments introduces new security concerns for IT teams already struggling to manage and protect complex environments. Utilizing multiple cloud providers and deployment models to protect the various elements of an IT environment has become the norm.

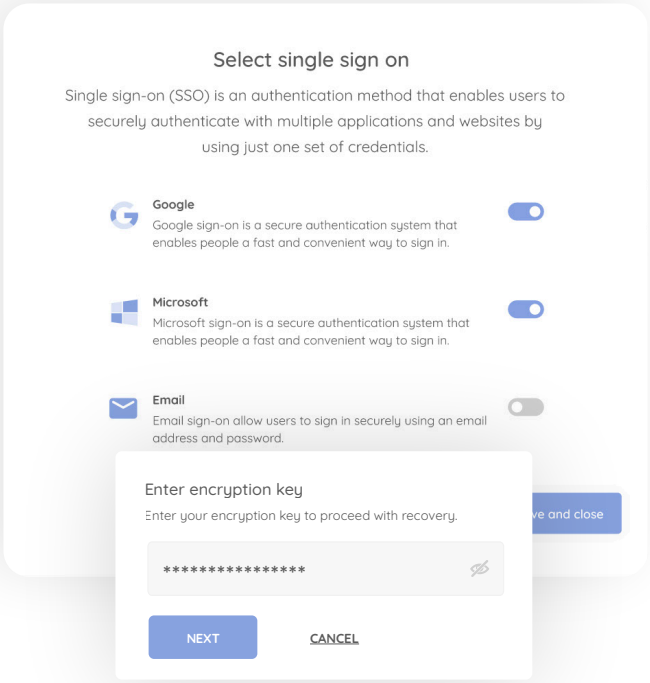
Redstor enables smartly and efficiently managing Salesforce backups alongside on-prem, cloud-native or SaaS data, through a single, intuitive, multi-tenant app. No separate logins or interfaces.

Ensure data sovereignty

Redstor supports region-based data processing and storage, enabling customers to comply with sovereignty regulations.

Recover safely and effortlessly

Permanently recover what you need as a CSV file and then import this into Salesforce, or access backups temporarily on a virtual drive.



Establish enhanced security

Secured by the very latest multi-factor authentication technology, Redstor's highly granular, configurable identity access management, enables you to:

• Create and manage users with granular, configurable access to customer, product or read-only data

• Protect data with new, state of the art multi factor authentication

• Create and manage customers and partners

Data is encrypted at source and always remains encrypted. There's no circumventing Salesforce security and you can set highly customisable role-based permissions.

Avoid vendor lock-in and dependency

In May 2021, Salesforce experienced a major outage to its cloud service, with multiple services impacted, including the core CRM platform.

Salesforce does offer a native backup solution – but it comes with a $10,000 recovery fee, no guarantees - and it can take up to eight weeks to recover data.

Avoid reliance on your cloud provider for restores in the event of an issue by backing up Salesforce data directly from Salesforce to the Redstor cloud.

Third-party backup is essential when data loss originates from inside an organization. For example:

• User error – if an account is deleted, all records and contacts are erased too

• Admin mistake – developers can easily accidentally delete or unintentionally modify key metadata such as configuration settings, custom fields, layouts or dashboards

• Bad code or integration issues – third-party apps incorrectly configured or implemented can adversely impact tasks, events and contacts

• Malicious intent – rogue employees can surreptitiously delete critical data, with damage often only discovered weeks or months later, once it has fallen outside of Salesforce's native backup retention, making recovery no longer possible
• Malware and ransomware – enable recovery to a safe state before the attack, with regular backups that are kept separate from your live environment

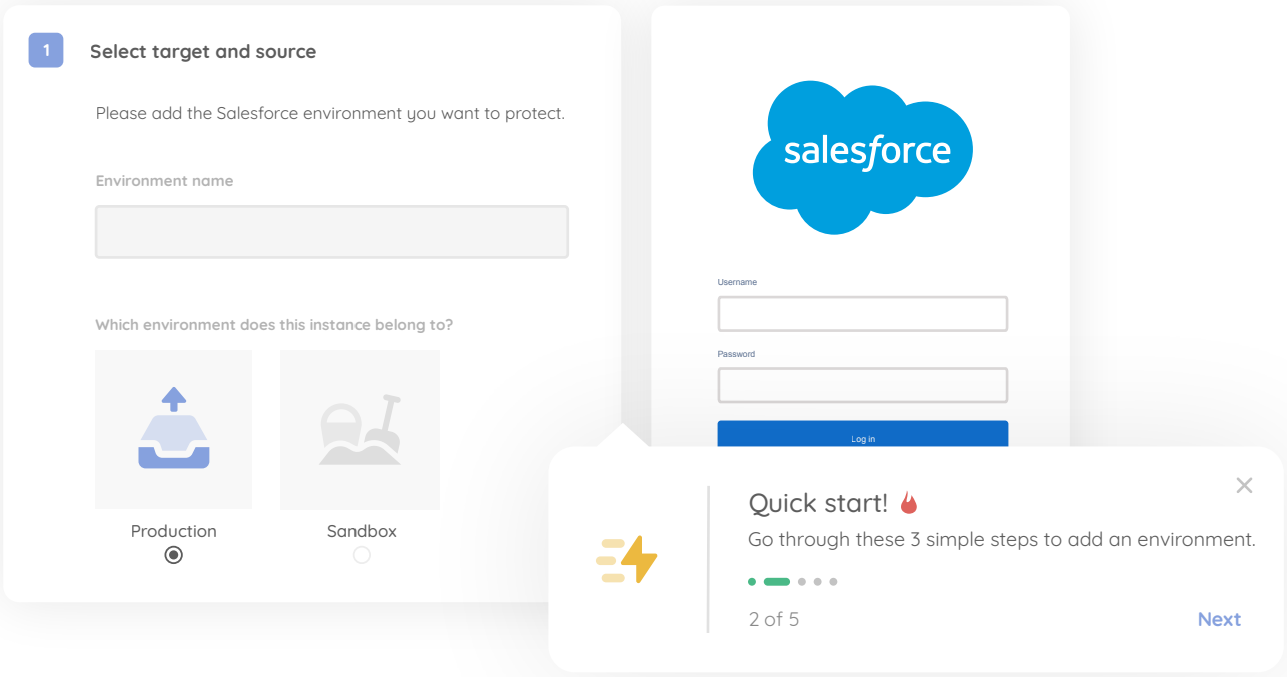
Customers terminating a Salesforce contract have only 30 days to request the return of their data. Salesforce will retain this data in an inactive status for 120 days.

After that it is securely overwritten or deleted from the platform within 90 days, and from backups within 180 days.

Peace of mind

Backing up Salesforce with Redstor is a tiny investment, but the peace of mind delivered by having your business-critical data securely protected outside of Salesforce is huge. As well as mitigating the effects of large-scale, high-cost data loss disasters, there is a need to address common, smaller incidents that impact productivity.

With Redstor's smarter backup for Salesforce:
• Avoid the need to wait for entire systems or large files to be recovered, just recover what you need and start working on it straight away
• Test changes you want to make without affecting your live information
• Check out any of your online backups via a virtual drive without taking up space on your primary storage



How it works

Set-up

• Authorize and configure backups with a few clicks and your backups will begin

• Set backups to run no interruption to the user's experience

• Customise retention to suit client needs

Reporting and admin

• View your key accounts at a historical point in time

• Download copies

Recovery

• Restore backups with a single click

• Download files as many times as you want with no charge

• Stream from the cloud on demand

Security

Rest assured that no-one else can decrypt and recover your backup data. Unlike other online backup services, no one at Redstor can access to your encryption key – only you can.

What's protected

Salesforce:

Objects, Custom objects, Metadata