SPANNING BACKUP
FOR SALESFORCE

Leading SaaS data protection with automated, daily backup and easy restores.

Benefits

Spanning Backup for Salesforce:

- Automates backup so you can set it and forget it
- Assures data availability and protects from data loss
- Meets audit requirements for backup and recovery
- Empowers administrators and users to easily restore lost or deleted data

Key Capabilities

Automatic, daily in-app backup and recovery for all Salesforce data and metadata including:

- In-app backup and direct, on-page restore
- Easy-to-use search and granular recovery
- API usage controls and monitoring
- Proactive status monitoring via Chatter & Salesforce1 Mobile integration
- Industry-leading security
- Unlimited data storage
- European data destination option

Protect Critical Sales and Customer Data

Your Salesforce data is vital to your organization. It should be backed up daily and automatically. And it should be easy to restore in case of a data loss event, such as accidental deletion, third-party application sync errors, malicious insiders or hactivism.

Salesforce's backup policy is similar to other SaaS vendors in that their backup covers any errors that may occur on their side - not yours. And while they offer you the ability to export all of your data once weekly, the process is error-prone and it can become costly, especially when you need to restore data.

That's where Spanning Backup for Salesforce comes in.

Easy, Reliable Backup and Restore

Cloud-to-cloud backup of Salesforce data improves backup reliability and reduces the time it takes administrators to manage the backup process. As a trusted SaaS data protection provider, Spanning makes it easy to protect your critical Salesforce data from loss, meet data governance requirements and keep your users productive.

Spanning Backup for Salesforce is the first and only backup and recovery solution delivered directly within the Salesforce interface. Preventing data loss is easy with Spanning Backup's automated, daily backups. Restoring data is quick and easy with point-in-time, field-level restores. With Spanning, both administrators and end users can get lost or deleted data back quickly from within the Salesforce interface.

Spanning Backup for Salesforce backs up everything - from user-generated reports, dashboards, custom views and email templates to objects, custom objects, files, attachments, and metadata. It's always running in the background, available for on-demand, anytime backups as well as providing automated, daily backups.

Restoring data that's been overwritten, deleted, or lost is easy with Spanning Backup. Point-in-time restore is so easy, even end users can do it.

Learn more by contacting Mozy at 877.669.9776 or sales@mozy.com.

Features

AUTOMATED AND ON-DEMAND BACKUP

With Spanning Backup, all Salesforce data, attachments and customizations are automatically backed up - daily. Administrators can also initiate on-demand backups to capture a point-in-time snapshot of your entire account prior to making large data or customization changes.

- **Automated daily backups:** Enjoy peace of mind knowing your data is backed up every day and that you'll be notified of any problems via Chatter.

- **On-demand backups:** Take a snapshot of Salesforce data prior to data imports or applying customizations.

- **Complete protection:** Secure your Salesforce environment with frequent backups of all your data, including metadata, customizations, attachments and Chatter messages.
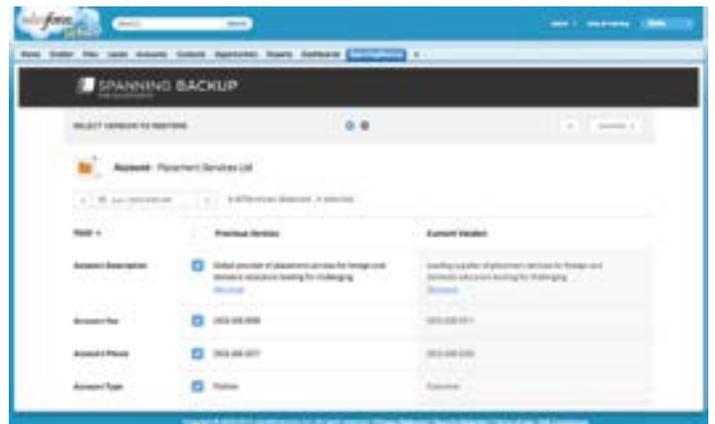

Protect your Salesforce data with automated, daily backups.

IN-APP GRANULAR RESTORE AND RECOVERY

Use Spanning Backup for Salesforce to easily restore data from any date in the past, with easy search capabilities and on-page restores directly within your Salesforce environment.

- **Granular field-level restore:** Spanning's Universal Restore Button appears, enabling users to compare and select individual record fields to restore.

- **Point-in-time restore:** Navigate to any previous day and quickly restore all your data or individual object types.

- **Bulk item restore:** Admins can search for updated items and deleted items from any point in time and can undo a delete or perform a bulk update quickly and easily to restore some or all items.

- **Deleted item restore:** Permanently deleted items can be automatically restored with their related records intact, including parent-child relationships.

- **Secure restore:** Performs all restores as the user who is logged into Salesforce, enforcing field-level security. All restores are fully audited and available for review by the administrator.

- **Granular, point-in-time exports:** Easily search, find and select specific items or all items to export from any previous backup and recover data through granular exports.

Recover data from any point-in-time - quickly and easily.

> *"The fact that Spanning backs up everything, not just data, really provides peace of mind for our team."*
>
> **- Kerry McDonough**
> **Business Systems Administrator, SendGrid**

PROACTIVE ADMINISTRATIVE TOOLS AND DASHBOARD

Administrators can have complete confidence in the status of all backup and recovery operations, with detailed, actionable reports and dashboards.

- **Customizable dashboard:** Monitor daily Salesforce backups and quickly review the status, including the new, updated and/or deleted data and any errors or warnings that may need attention.

- **Status history:** Monitor, review and resolve any backup problems and have complete confidence in your backups with detailed error reporting and correction guidance.

- **Activity log:** Review all activity, clearly identifying who has performed what operations and configuration changes.

- **API usage management:** Use historical trending to monitor and manage the number of API calls made each day.

- **Interactive Chatter notifications:** Proactively monitor all backup, export and configuration activity within your Chatter feeds.

Stay informed via proactive, real-time updates of all backup, export and configurations changes in the Chatter newsfeed.

FULL SALESFORCE INTEGRATION

Spanning Backup for Salesforce puts the administrator in control, providing in-app management and monitoring of all backup and export activity, and leveraging the built-in user and permissions model to reduce the risk of data exposure.

- **Control access:** Leverage Salesforce native user and permissions model to control access to Spanning Backup and your protected data, or to empower end users to restore.

- **Salesforce1 Mobile integration:** Monitor your backups and receive notifications on the go with the Spanning Backup for Salesforce1 Mobile app.

- **Unlimited storage:** Spanning Backup offers unlimited storage and backup versions for all your Salesforce data.

- **Data sovereignty:** Have a choice of backup destinations - in the US or the EU - to meet data sovereignty requirements for your organization.

Stay in control and in-app with easy access to Spanning Backup and your protected data.

"I love the peace of mind that Spanning Backup provides. No more manual downloads of huge weekly export files from Salesforce. All of our data is now backed up daily in the cloud, and I can easily find and download data snapshots from the past if needed. The native app is easy to configure and use, and very reasonably priced."

- Carrie Hooper
Senior Application Developer, Sachem Inc

Data Protection that You Can Trust

Trust and transparency are non-negotiable with respect to cloud application backup. Because data protection is critical to the business, it is our top priority to provide trustworthy products and services that prove their value through reliability, accuracy, and meaningful, transparent insight into your data. Everything we do - from product design to customer support - is focused on earning customer trust and instilling confidence and peace of mind.

Spanning is committed to exceeding compliance and security-related requirements for controls and safeguards when hosting customer data.

- **SSAE 16 Compliance** – Spanning has successfully completed the SSAE 16 SOC 2 audit certification process, a rigorous evaluation of operational and security controls. This achievement reinforces Spanning's leadership position as a trusted SaaS data protection provider and demonstrates Spanning's continued commitment to exceed compliance and security-related requirements for controls and safeguards when hosting customer data.

- **Strong Encryption** – Spanning Backup protects data in transit with 128-bit SSL encryption and at rest with 256-bit AES encryption, one of the strongest block ciphers available.

- **Intrusion Detection** – Our systems constantly guard against intrusion with log analysis, file integrity checking, policy monitoring, rootkit detection, real-time alerting, and active response.

- **Compartmentalized Access** – Access to production servers is granted only to named Spanning employees who have specific operational requirements. Changes to the production environment access control list are tracked and auditable.

- **Virtual Private Cloud** – Spanning Backup runs within a private, isolated section of the Amazon Web Services cloud where we maintain AWS resources in a secure, virtual network.

- **Third-Party Certifications and Audits** – Spanning Backup operates within the Amazon Web Services cloud, which is ISO 27001 certified, has completed multiple SAS-70 Type II audits, and publishes a SOC 2 report under both the SSAE 16 and the ISAE 3402 professional standards. Spanning Backup has also earned TRUSTe privacy and security seals and is certified under the US-EU and US-Swiss Safe Harbor Frameworks.

About Spanning

Spanning, an EMC company and a leading provider of backup and recovery for SaaS applications, helps organizations to protect and manage their information in the cloud. We provide powerful, enterprise-class data protection for Google Apps, Salesforce, and Office 365. Spanning Backup is the most trusted cloud-to-cloud backup solution for thousands of companies and millions of users around the world.

Learn more about Spanning by contacting Mozy at 877.669.9776 or sales@mozy.com.

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