



Spanning Backup for Salesforce

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

Benefits

Spanning Backup for Salesforce

- Automates backup so you can set it and forget it
- Assures data availability and protects from data loss
- Helps streamline recovery by temporarily disabling Salesforce automation during restore, avoiding duplication and risk of error
- Empowers administrators and users to easily restore lost or deleted data
- Future-proof your backup with [FLEXspend for Spanning](#) — empowering you to reassign your investment to other Spanning or Unitrends solution to meet changing needs of your organization

Key capabilities

Automated, enterprise-grade backup and restore for all Salesforce data and metadata, including:

- Daily or on-demand in-app backup and direct, on-page restore even if Salesforce is not available
- Easy-to-use search and granular recovery; metadata comparison
- API usage controls and monitoring
- Proactive status monitoring via Chatter and Salesforce1
- Industry-leading security; HIPPA-compliant; encryption key self-management
- Data centers around the globe

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 overwrites or deletion, third-party application sync errors, malicious insiders or hacktivism.

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 Salesforce offers you the ability to export data once weekly, the export does not include metadata (customizations) — making it less than useful 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, enterprise-grade 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.

Recovering quickly from data loss is easy with Spanning's automated, daily backups. Restoring data is quick and easy with point in time, field-level restores — you can even restore data into another Salesforce org or sandbox. 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 runs continuously in the background, supporting both on-demand backups anytime and 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.

Automated and on-demand backups

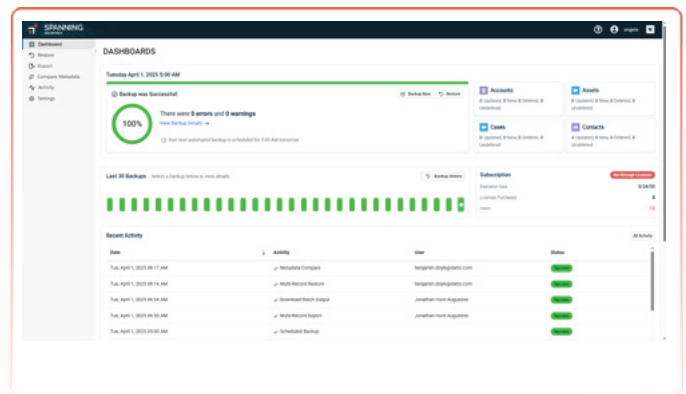
With Spanning Backup, all Salesforce data, attachments and customizations are automatically backed up on a daily basis. Salesforce admins can also initiate on-demand backups to capture a point-in-time snapshot of your Salesforce instance prior to making major data or customization changes.

- **Automated daily backup:** 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 backup:** Take a snapshot of Salesforce data prior to data imports or applying customizations.
- **Enterprise-grade protection:** Secure your Salesforce instance with frequent backups of all your data, including metadata, customizations, attachments and Chatter messages.

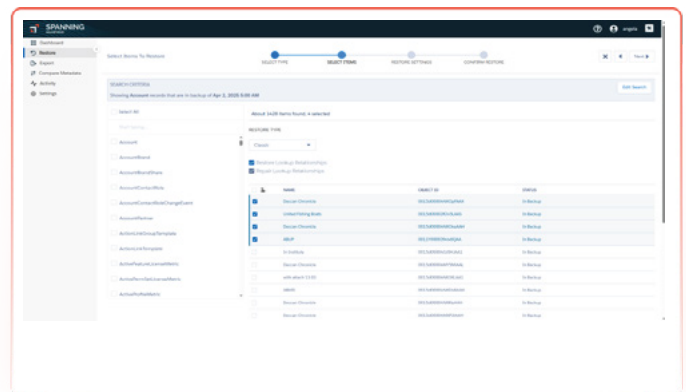
In-app granular restore and recovery

Use Spanning Backup for Salesforce to easily restore data from any point in time. Spanning provides robust search, enables on-page restores in your Salesforce instance, and allows metadata comparison prior to restore.

- **Granular field-level restore:** Spanning's Universal Restore Button can enable 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.
- **Cross-org restore:** Admins can select another Salesforce org or Sandbox as the destination for backed up data. Spanning does not need to be installed on the data destination.
- **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.
- **Secure, 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.



Protect your Salesforce data with automated, daily backups.



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

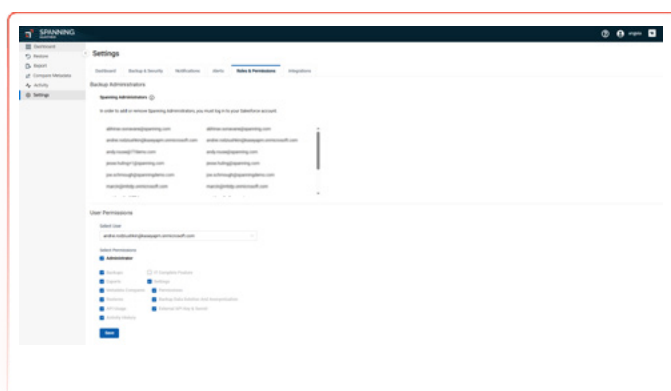
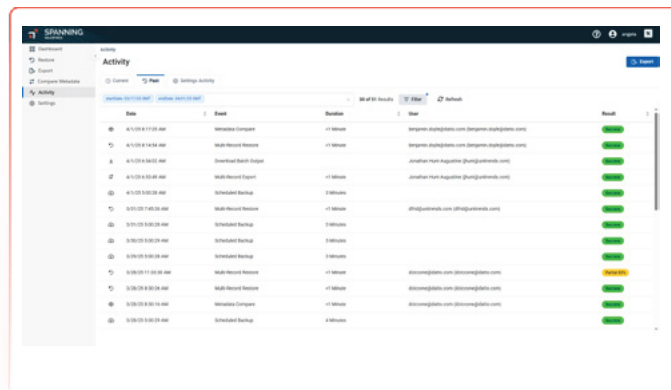
“The fact that Spanning backs up everything, not just data, really provides peace of mind for our team.”

- 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, deleted and/or undeleted 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.



Fully integrated, fully secure

Spanning Backup for Salesforce was built for enterprise data protection needs, providing encryption key management options, extra security for exports and auditable activity logs. We leverage Salesforce Roles and Permission Sets to keep the admin in control.

- **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.
- **Customizable backup retention:** Infinite or customized retention available at no additional charge, including unlimited versions of your Salesforce data.
- **Data sovereignty:** Have a choice of backup destinations — US, Canada, Europe and Australia — to meet data sovereignty requirements.

"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 Type II audit certification process, a rigorous evaluation of operational and security controls. This achievement reinforces Spanning's leadership position as a trusted enterprise-class SaaS data protection provider and demonstrates Spanning's continued commitment to exceeding 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.
- **HIPAA compliance:** Spanning is a HIPAA-compliant solution and is happy to walk your organization through our Business Associate Agreement.
- **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 Type II 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. Spanning Backup is a TX-RAMP Level 1 certified solution (Certificate: TX1591077).



Spanning is SSAE 16 SOC 2 Type II compliant for operational and technical controls.

Learn more about spanning and start a free trial [here](#).



Spanning Cloud Apps, a Kaseya company, is the leading provider of backup and recovery for SaaS applications, helping organizations around the globe protect their information in the cloud. Spanning provides powerful, enterprise-class data protection for Microsoft 365, Google Workspace and Salesforce. With data centers located in North America, the EU, UK, Australia and South Africa, Spanning Backup is the most trusted cloud-to-cloud backup solution for thousands of organizations and millions of users around the world.