

SPANNING BACKUP FOR SALESFORCE

It's no longer adequate to only backup key on-prem servers. A myriad of threats to your organization's key Salesforce data makes backing it up a necessity. Unitrends SaaS Backup, delivered with the Spanning brand as part of the Kaseya solution, protects your customer data and your organization with an enterprise-class, automated backup and recovery solution for Salesforce. Spanning Backup for Salesforce is designed to work natively within Salesforce and provides automated backup and restore within the Salesforce interface.



Why You Need Salesforce Backup



Human Error



Malicious Insiders



Illegitimate Deletion



Malware and Ransomware



Programmatic Errors



Hackers

Spanning Backup for Salesforce eliminates the need for manual Export Service and provides daily, automated backup and rapid restore of all your critical data, attachments, files and metadata. Seamlessly back up **base objects, custom objects, metadata, attachments, files, Force.com apps and Chatter posts** — with no limits on storage, versions and durations. Plus, back up Salesforce data using your own encryption keys at no additional cost.

available on
AppExchange

salesforce

TRUSTED BY MORE THAN 1.4 MILLION USERS.

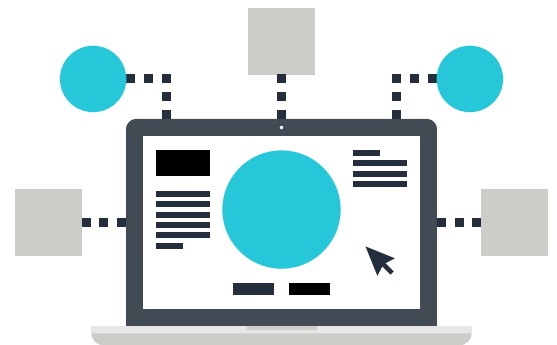
Product Overview

Spanning Backup for Salesforce runs in the background, providing daily, automated backup at the time you specify, and discovers changes in your Salesforce org automatically for backup. Recovery is comprehensive, easy and flexible with several options such as end-user self-service, point-in-time restore, granular search-based restore, cross-org restore and sandbox seeding.

With Spanning Backup for Salesforce, you can restore data and metadata from any point-in-time backup. Recover metadata into the same org or cross-org for 17 different metadata types, including Objects, Reports, Dashboards, Emails, Layouts, Triggers, Workflows, Classes, Pages and more, directly from Spanning and within Salesforce, without using other tools.

End-user self-restore helps you save IT administrator time by empowering your Salesforce end users with on-page restores. Lightning-certified and built directly into the Salesforce interface, Spanning makes recovery a seamless, intuitive part of the Salesforce experience.

KEY FEATURES



Comprehensive protection

Back it all up: base objects, custom objects, metadata, attachments, files, Force.com apps and Chatter posts – with no limits on storage, versions, and durations. Back up data using your own encryption keys at no additional cost.

Automated

Spanning runs in the background, providing daily, automated backup at the time you specify – and discovers changes in your Salesforce org automatically for backup.

On-demand backup

You can run a manual backup any time, on-screen from Spanning in your Salesforce environment — useful before major imports or new customizations.

Status monitoring

View your customizable Spanning dashboard for the state of your most recent backups — with record counts of changes for your most important object types — and Salesforce API usage. Get backup and recovery notifications through Chatter posts and email.

Transparent reporting

Use the audit log for an immutable, detailed record of every action done by any user within Spanning. Drill down into any backup or restore for details, including error reporting and guidance.

Point-in-time restore

Restore data and metadata from any point-in-time backup. It all goes directly back into your Salesforce environment the way it was, quickly and accurately.

Granular restore

Recover specific fields of a record, or entire records that were updated or deleted. Restore related child records or overwrite field values during restore — you choose. Then, restore just what you need.

Metadata restore

Recover metadata into the same org or cross-org for 17 different metadata types, including Objects, Reports, Dashboards, Emails, Layouts, Triggers, Workflows, Classes, Pages and more, directly from Spanning and within Salesforce — without using other tools.

Cross-org restore

Easily restore data and metadata from one organization into another, with an option to anonymize specific fields during restores.

Sandbox seeding

Quickly seed sandboxes with the option to anonymize specific fields.

Close Salesforce integration

Lightning-certified and built directly into the Salesforce interface, Spanning makes recovery a seamless, intuitive part of the Salesforce experience.

End-user self-restore

Save admin time by empowering your Salesforce end users with on-page restores. They can quickly restore those fields of records that they have edit rights to, directly from the record pages.



SECURITY

Unitrends and Spanning Backup employs multiple layers of operation and physical security to ensure the integrity and safety of your Salesforce data, including:

SOC 2 compliance

Spanning is SOC 2 Type II certified — a rigorous evaluation of repeatable internal operational and technical controls, information technology processes and trust services principles.

Application-level authentication

Spanning accesses SaaS systems using the OAuth 2.0 protocol rather than less secure service accounts and passwords.



Strong encryption

Spanning Backup protects data at rest with 256-bit AES object-level encryption (one of the strongest block ciphers available) with unique, randomly generated encryption keys for every single object, and a rotating master key protecting the unique keys. All data in transit is also protected with Transport Layer Security (TLS) encryption.

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 the control list are tracked and auditable.

HIPAA compliance

Spanning's service is HIPAA-compliant. If you are interested in learning more, please contact your sales representative or partner.

Cloud Security Alliance member

Spanning is a member of the Cloud Security Alliance (CSA), a not-for-profit organization with a mission to promote the use of best practices for providing security assurance within Cloud Computing, and to provide education on the uses of Cloud Computing to help secure all other forms of computing.

Skyhigh Enterprise-Ready

Spanning Backup has been awarded the Skyhigh CloudTrust™ rating of "enterprise-ready." Skyhigh Enterprise-Ready cloud services fully satisfy the most stringent requirements for data protection, identity verification, service security, business practices and legal protection.

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 18 and the ISAE 3402 professional standards.

Confidential security & compliance communications

Spanning is committed to the reporting of security and compliance issues. Further, in order to obtain objective feedback on potential issues, Spanning maintains a direct line of communication to the Principal Security Manager (and Security Team). This serves as a mechanism to enable anonymous or confidential communication of critical/sensitive security vulnerability issues when normal channels are inoperative or ineffective.

Privacy & security certifications

Spanning Backup has also earned BBB EU PRIVACY SHIELD (covered under Kaseya US LLC), operated by the Council of Better Business Bureaus Privacy Certification, and is certified under the US-EU and Swiss-US Privacy Shield.

Spanning is compliant with the Regulation (EU) 2016/679 (General Data Protection Regulation). For more information about our compliance, please see our GDPR page. For our Data Protection Addendum, please reach out to your sales representative.



GET STARTED

Spanning Backup for Salesforce provides automated backup and recovery that you can trust for Salesforce data, metadata, attachments, customizations and Chatter messages.

To get started, visit

unitrends.com/get-started

ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over thirty years of focusing on backup and recovery with next generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting unitrends.com or follow us on LinkedIn and Twitter @Unitrends.

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