

APEX Backup Services

Achieve complete protection for your critical Salesforce data

Business Challenges:

- Risk of experiencing a sudden loss or corruption of data
- Reliance on manual weekly exports of Salesforce records via CSV files
- Complex manual restore processes which are time consuming and unreliable
- Regulatory pressure to address data privacy requirements and avoid fines
- Growing threat of ransomware where critical data could be lost as a result of an attack

Key Benefits:

- Protect Salesforce data and metadata with reliable, automated daily backups
- Quickly recover Salesforce data and restore it to any specific point-in-time
- Easily protect data across standard, custom, and managed package objects
- Maintain compliant, secure off-site backups that can protect against ransomware

The Challenge

As organizations turn to software-as-a-service (SaaS) applications and move increasing amounts of data into the cloud, many fail to understand that data within these critical applications is just as susceptible to loss, theft and malicious attack as data that's stored in the data center.

The common misconception is that SaaS applications protect their customers' data automatically. The truth is SaaS applications have disaster recovery to protect themselves, but don't provide these same recovery services if a customer has a data loss incident. For applications like Salesforce, standard IT operations like backup and recovery are often overlooked.

In order to adequately address the data protection and governance gaps within Salesforce, organizations need to consider these challenges:

Accidental deletion and user error

More often than not, data is deleted by an employee, only for that same employee or their organization to later realize that it is still needed. For example, a collaborator might accidentally delete a shared project or you might delete a scrapped project, and then later learn it is starting up again. Information can also unknowingly be overwritten or corrupted by users and third-party apps.

Native backup and restore capabilities

SaaS cloud solutions are natively designed for productivity, not data restoration. With no native backup solution, the only backup you have for your organization's Salesforce data is via the Recycle Bin, which is automatically purged after a fixed period of time. After that, your data is gone forever. This means it's essential to look for third-party backup and restore alternatives.

Addressing compliance regulations

Many organizations fail to understand that the cloud is just an extension of a user's operating environment. Data in the cloud is just as susceptible to loss, theft, or malicious attack as anywhere else. Enterprises are still responsible for managing data in the cloud and failing to comply with rules and regulations can result in hefty fines and, worse yet, loss of reputation.

The Solution

Dell Technologies APEX Backup Services helps some of the world's largest organizations protect their investment in Salesforce and address the gaps in data protection and recoverability. APEX Backup Services is a cloud-native data management solution that provides an essential layer of data protection functionality, to ensure that Salesforce data is protected and available.

How it Works

For Salesforce administrators who want reliable, automated daily backups of their organization's data and related metadata, APEX Backup Services offers a solution to ensure critical Salesforce data is safe from user error, that can easily be deployed via the Salesforce AppExchange.

With this agentless approach, Salesforce administrators can back up to the APEX Backup Services cloud platform where it is encrypted and stored in Amazon S3 storage, providing an "air gap" from the local network. APEX Backup Services provides complete Salesforce data protection to address both availability and compliance requirements by providing customers with the following benefits.

The Benefits

- **Automated daily backups:** APEX Backup Services provides daily automated backups (high frequency if required) to a secure platform for safe storage, so your data is secure and easily available in the case of an incident.
- **Minimal downtime:** Perform on-demand restores with just a few clicks. Maintain all relationships and compare between different backup files to see the differences. No spreadsheets or scripts required.
- **Secure, air-gapped storage:** Maintain compliant, secure off-site backups that can protect against ransomware with backups stored on the APEX Backup Services cloud platform.
- **Restoration to any point-in-time:** Choose from any point-in-time backup file from which to restore from and compare between different backup files to see the differences.
- **Data privacy, residency, and compliance:** Stay ahead of regulatory compliance requirements and protect access to sensitive information of all your business data.
- **Duplicate prevention:** Automatically match Salesforce IDs to avoid creating duplicate records and minimize complexity.
- **Metadata toggling:** Automatically disable metadata like triggers, workflows, validation rules and required fields to ensure more records can be restored.

For more information, please visit the [APEX Backup Services page](#) on DellTechnologies.com