



Why Backup Salesforce?

Salesforce has world class backup and recovery procedures in their data centers, but these backups are for internal use and not for customer data recovery. The truth is, the Recycle bin is the only backup you have for Salesforce. Once items are manually purged or auto deleted, they're gone forever.

CloudAlly's Salesforce Backup Solution

CloudAlly allows you to easily activate backup tasks for your entire Salesforce organization in Production or Sandbox environments. The backup includes all your Salesforce organization data including standard objects, customized objects, documents, attachments, Chatter feeds and Metadata such as workflows, Apex classes, etc.

CloudAlly can exclude specific tables from the backup, or backup only a selected part of a table (filtered backup) when needed. We provide unlimited archive retention and storage, and backups are retained for as long as you maintain your CloudAlly subscription. Archived data can be downloaded at any time.

“ A 2013 report from The Aberdeen Group found that 32% of companies surveyed lost critical cloud data, and of these, 64% were due to users deleting or overwriting the data. Lack of adequate backup for Salesforce.com is a massive exposure for SMBs and Enterprises. ”

Activating Your Salesforce Backup

When you activate the backup you are redirected to Salesforce for authentication and should provide your Salesforce administrator credentials. Salesforce validates it and return a token that is used for subsequent backups (the OAuth token).

Your Salesforce credentials are not stored or accessible by CloudAlly, and you can revoke CloudAlly's access to your Salesforce account at any time by simply revoking this token from your Salesforce administrator dashboard.



Once the backup is activated, an initial backup is performed in which all data is backed up and archived securely at CloudAlly's Amazon data center storage. Then, on a daily basis an incremental backup is performed, capturing all the daily changes in your Salesforce.

CloudAlly fetches only the daily changes in order to minimize your Salesforce API usage. In case the daily API usage limit is reached, the backup will be paused and resumed the next day from the same point.



HIGHLIGHTS

- Backup standard & customized objects, documents, attachments, chatter feeds and workflows.
- Secure Amazon S3 storage with AES-256 bit encryption.
- ISO 27001 and HIPAA Certified.
- Unlimited storage and data export feature compatible with Data Loader.
- Data can be stored in AWS US, EU or Australia datacenters
- \$3/month per user.

Customizing Your Backups

Daily backups are performed at approximately 2:00 UTC, but you can modify the backup time from your account settings.

By default, backups are stored in the Amazon U.S. Data Center, but you can also choose to have your backups stored at the AWS E.U. or Australia Data Center if you prefer.

Data Recovery

You can download a snapshot of your data from any date in the past using our export function. You will receive an email containing a download link for your zip extract when the export is complete. The export is in CSV format and compatible with the Salesforce Import Wizard and Data Loader. We will provide a direct restore from CloudAlly to Salesforce in a future release.



Salesforce Synchronization

If you wish to automatically fetch your daily Salesforce changes in order to synchronize your Salesforce data to other external systems, we can provide our CloudAlly API. Please contact us for more information about this service.

“ This removes the headache and worry of your own on site data back-up. Once the set up was done, which was painless it just runs and we forget about it. Response to any queries are quickly dealt with which is a breath of fresh air in today's crowded work schedules. ”

Robert Middleton, TD Express

Keeping Your Archived Data Secure

Data is encrypted in transit and storage using a dedicated key that we allocate for you, and advanced AES-256 bit encryption algorithms are applied. Keys are securely stored and CloudAlly servers are strongly secured, hardened and include the latest security patches.

Managing Your CloudAlly Account

You can monitor details about your backup activity from the Account Activity page on your CloudAlly account, as well as choose to receive a daily email of your backup status. You can close your CloudAlly account at anytime, and your archived data will be completely removed. For security purposes, we send an email notification that allows you to either confirm or cancel your request.

Get Started Today

Start backing up your Google Apps data today by signing up for a 15-day free trial (no credit card required) at www.cloudally.com

Cloudally has been tested and verified secure by Google Apps, Salesforce.com, Amazon Web Services, and is certified Microsoft Platform Ready. You can sign-up for CloudAlly on the Google Apps Marketplace, Salesforce AppExchange, Office 365 Marketplace, or directly from our website. Pricing discounts are available to qualified Academic and Non-Profit Organizations.