



# 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
- Empowers administrators and users to easily restore lost or deleted data
- Provides enterprise-grade, automated, granular control over restores

## KEY CAPABILITIES

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

- Daily or on-demand, in-app backup & direct, on-page restore
- Intuitive search and granular restore; metadata comparison, restore, and sandbox seeding
- API usage controls and monitoring
- Proactive status monitoring via Chatter & email
- Industry-leading security; HIPAA compliant; Encryption key self-management
- 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 overwrites or deletion, third-party application sync errors, malicious insiders, or change management failures.

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 or metadata.

That's where Spanning Backup for Salesforce comes in.

## Reliable Backup and Restore of Data and Metadata

Cloud-to-cloud backup of Salesforce data and metadata improves backup reliability and reduces the time it takes admins and developers 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 end users productive.

Spanning Backup for Salesforce is the first and only in-app Salesforce backup and recovery solution - which means you get tighter integration with Salesforce, more granular control, better security, optional end user self-restores, and notifications via Chatter. With Spanning, you also get automated, granular metadata restore and comparison of 10 metadata types, plus automation that makes sandbox seeding and data anonymization easy.

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

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

## Automated and On-Demand Backups

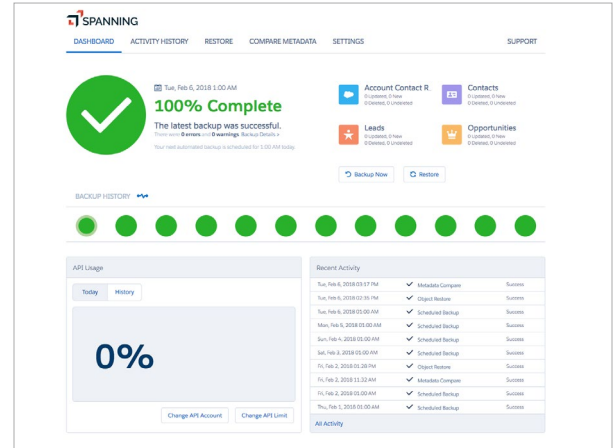
With Spanning, all Salesforce data, attachments, metadata, and Chatter posts are automatically backed up daily. Salesforce admins can also initiate on-demand backups to capture a point-in-time snapshot of your Salesforce instance prior to making major data or customization changes.

- **Automated daily backups:** Enjoy peace of mind knowing your data and metadata is backed up daily and you'll be notified of any problems via email or Chatter.
- **On-demand backups:** Take a snapshot of Salesforce data prior to data imports or applying customizations.
- **Enterprise-grade protection:** Some of the largest organizations in the world trust Spanning to protect their Salesforce data and metadata. We provide the control, security, unlimited storage, and retention enterprises need.

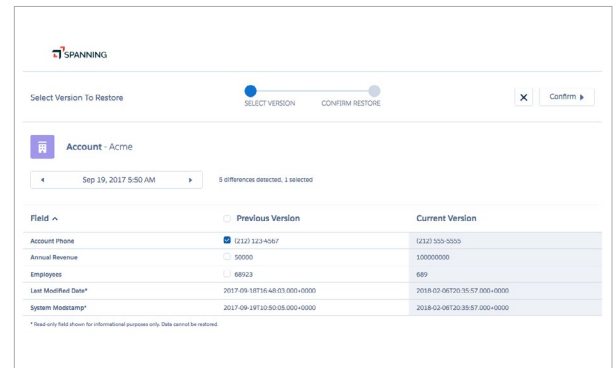
## In-App Granular Restore and Recovery

Being in-app provides Spanning Backup for Salesforce users fast, powerful, secure control over restores.

- **Granular field-level restore:** Spanning's Universal Restore Button can enable end users or admins 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 restores and exports:** Performs all restores as the user who is logged into Salesforce, enforcing field-level security, fully auditable and available for review by the admin. Easily search, find and select items to export from any previous backup; restore from granular exports.
- **From metadata comparison to restore:** Compare metadata and go seamlessly from comparison to restore.



Protect your Salesforce data and metadata with automated, daily backups, and the option to manually back up at any time.



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

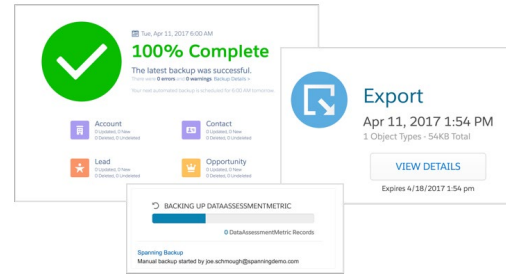
“The fact that Spanning backs up everything, not just data, really provides peace of mind for our team.”

**Kerry McDonough**  
BUSINESS SYSTEMS ADMINISTRATOR, SENDGRID

## Metadata Comparison and Restoration

We make metadata restoration and comparison something any admin can do accurately, safely, and fast. For those times when metadata is lost - during org changes, accidental deletions and overwrites of metadata are not uncommon - Spanning empowers you to quickly identify the issue and fix it fast.

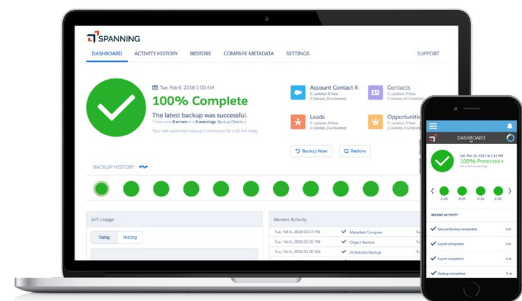
- Seamless metadata comparison:** When metadata is overwritten in error, or accidentally deleted, how can you tell what to fix? With Spanning, it's easy to search for the last known good instance of a particular metadata item, compare it to the present state, and restore it from the comparison, all within Salesforce.
- Metadata restore made so easy, even less experienced admins can do it safely:** No need to use Force.com IDE - accurate, fast metadata restores are within reach of even less experienced admins. And experienced developers will appreciate the easy restores provided for metadata, such as for Workflows and Triggers.



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

## Sandbox Management and Seeding

With Spanning, seeding sandboxes can be done automatically at no extra cost, including the option to anonymize values for specific fields, right within the environment you're most familiar with - Salesforce.



## 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.

- Enterprise-ready:** We provide encryption key management options at no extra cost, extra security for exports, a choice of data centers, sandbox seeding, unlimited storage, and an immutable audit log.
- You're in control:** Because we're in-app, Spanning leverages your Salesforce Roles, Profiles and Permission Sets to keep you in control. We keep you informed via proactive, real-time updates of all backups, exports, restores, and comparisons in the Chatter Feed. And we enable you to use historical trending to monitor and manage the number of API calls made each day.
- Data sovereignty:** We offer a choice of backup destinations - in the US or the EU - to meet data sovereignty requirements for your organization.

Enterprise-class Salesforce data protection that's always secure, always accessible.

"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 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.
- **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. We also earned BBB EU PRIVACY SHIELD, operated by the Council of Better Business Bureaus certification and are certified under the EU-US and the Swiss-US Privacy Shield Frameworks.



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

LEARN MORE ABOUT SPANNING AND START A FREE TRIAL [HERE](#).

### ABOUT SPANNING

Spanning Cloud Apps is the leading provider of backup and recovery for SaaS applications, protecting more than 8,000 organizations from data loss due to user error, malicious activity and more. We are the only global provider of powerful, enterprise-class data protection for Microsoft Office 365, G Suite, and Salesforce. With data centers located in North America, the EU, and Australia, Spanning is the most trusted cloud-to-cloud backup provider with millions of users around the world.

LEARN MORE AT [SPANNING.COM](https://spanning.com)  
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