

# How quickly could you recover from a Salesforce data corruption incident?

## Your data is priceless when it comes to your business.

Accidental data loss or corruption is all too easy due to human error and the variety of data management utilities on the market. Whether you have a team of Salesforce administrators or a single part-time admin, **it's critical to have a solution in place for those situations when your business data is inadvertently updated or deleted.** While Salesforce does offer weekly data exports, consider the significant time and effort required to identify the exact data that was lost, manually piece together the original data and determine the sequence required to perform the restore. Don't take it from us, ask your administrator to detail out the recovery steps – it's not easy and may be costly.

**CTComp offers a comprehensive Salesforce data backup and recovery solution to help protect your Salesforce investment.** Your daily data backup is securely stored outside of the Salesforce cloud. We can help you restore lost metadata and data at the org, record, and even field level. Archiving benefits include unlimited backup storage and retention, collaborative documentation of major data archive events (dates, retired objects, etc.) and assistance with archive retrieval.

**Don't worry – we've got your back(up).**

**Want to learn more about our partnership? Contact us at [info@ctcomp.com](mailto:info@ctcomp.com) or give us a call at 860.276.1285.**

### SOFTWARE AS A SERVICE

- Entitlement to OwnBackup Unlimited Licensing
- Per Salesforce User (Active Salesforce.com Sales Cloud, Service Cloud and Force.com Platform Licenses)

### PROACTIVE MONITORING

- Daily monitoring to confirm the successful completion of your daily backup
- Daily alert monitoring for unexpected changes in data volumes
- Creation of help desk tickets for internal tracking, research and resolution of alerts

### PRIORITY SERVICE

- Priority support of your data recovery requests
  - Identify scope of impacted data
  - Collaboratively identify recovery data set
  - Perform data restoration
- Utilize help desk services team to automatically create service tickets for priority tracking, research, escalation and resolution of data issues that arise

### BACKUP HELP DESK SERVICES

- Initial configuration when adding backup services to your Master Services Agreement (MSA):
  - Set up your Salesforce.com instance within the data backup environment
  - Execute initial full backup to validate setup
- Define thresholds for data change anomalies which would trigger alerts
- Daily scheduled backups of your Salesforce data
  - 1 Production & 1 Sandbox instance - data and metadata
- Perform backup (up to 3 times/day) upon request in support of your Salesforce projects
- Perform data restoration - up to 60 minutes
- per incident included at no additional charge.