



SALESFORCE BUSINESS CONTINUITY & ANALYTICS WAREHOUSE



ENABLE



PROBLEM

International compliance required this organization to develop a strategy for Salesforce business continuity with a solution that met stringent security requirements for data protection. The Salesforce business continuity plan also required validation that the backup was both complete and able to be recovered with a minimal return time objective. A self-hosted model was proposed to ensure data protection, but Salesforce data was also needed to connect with an analytics solution hosted in AWS.



SOLUTION

CapStorm proposed incrementally updating a SQLServer database twice a day, automatically replicating the Salesforce structure changes, metadata, and data changes. The database was secured behind the organization's firewall, meeting compliance objectives and providing data availability to fulfill GDPR subject data access requests. A subset of data flowed to an online data warehouse, where the data is aggregated with other data sources then consumed by an analytics application in order to provide the business with a 360 degree view of each customer.



OUTCOME

The organization's strategy focuses on organic growth and strategic alliances, efforts that are fueled by the integration of Salesforce data into the full organizational data fabric. These insights drove executive decision making and continued to increase enterprise value. The integration and protection of Salesforce data met compliance requirements and provided assurance of future compliance by adapting to changing regulations and Salesforce enhancements.

EU Based Insurance Provider

CapStorm serves the Salesforce community with expert solutions for managing high-value, mission-critical data. Our customers gain autonomous use and control of data throughout their Salesforce environments, empowering enterprise value and confidence by managing data throughout its lifecycle.