

East Coast State Maintains Business Continuity During Covid-19 Pandemic

CASE STUDY

Industry

State Government

Company Size

10,000+

Specialities

- Administration
- Government

Tech Stack

- Salesforce

Problem

During the Covid-19 pandemic, this East Coast state used Salesforce as a key technology to support contact tracing and reduce the spread of the virus. Due to the pandemic, their Salesforce org saw a significant increase in data volume, and the state was worried about the possibility of accidental data loss or corruption and its impact.

Solutions

- Given the urgency of the situation, the state elected to have CapStorm perform an end-to-end implementation.
- CapStorm implemented software, conducted initial Salesforce data and metadata extraction from sandbox and production, and finalized a backup verification process to confirm the completeness of the data extract.
- CapStorm completed full implementation over three screen share sessions, finishing with a Q&A session with a CapStorm developer.

Results

- The state achieved Salesforce business continuity, protecting key citizen data while preventing the spread of Covid-19.
- The “set-it-and-forget it” nature of CapStorm software has allowed the state to keep the backup database in sync with the current state of Salesforce production without any manual intervention. This software also guarantees that all citizen data remains behind the state's firewall in their own data center.
- Since implementation, there has been zero downtime and no support requests.

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