

Case Study

How a Public Research University Streamlined Backup, Recovery, and Reporting with CapStorm

Client: Public Land-Grant Research University

Industry: Education

Company Size: 1,000+

CapStorm Solution Used: CS:Enable

Overview

The university's growing data needs, especially in its HR and Service Cloud systems, required efficient data management and compliance solutions.

Problem

The university managed two Salesforce Service Cloud orgs – one for operations and another for sensitive HR data. However, they faced challenges in:

- **Backup Gaps:** The HR org lacked a backup solution, leaving critical data vulnerable to loss.
- **Data Discrepancies & Storage Limits:** They needed to verify and update growing data volumes while running out of storage space. Deleting important data wasn't an option, and they required a way to archive unused data but still access specific records when needed.
- **Historical Data Access:** They needed quick access to archived data without cluttering active orgs, ensuring streamlined operations while maintaining compliance.

The primary goal was to establish an archive that served as a backup and enabled historical reporting for decision-making.

Solution

CapStorm implemented CopyStorm to address backup, archiving, and data management needs:

- **Custom Backup Management:** Focused on essential data, freeing up storage while keeping critical records accessible.
- **ETL Capabilities:** Improved data extraction for external use.
- **CS:Enable:** Facilitated seamless import of non-Salesforce data.

These features provided better control and visibility of data.

Results

- **Faster Reporting:** Leadership now retrieves historical data in minutes instead of hours or days.
- **Operational Database:** Created a mirrored database for seamless data access and recovery.
- **Increased Efficiency:** Development teams processed data faster, allowing focus on strategic projects.

“We use it (CopyStorm) extensively for our ETL processes ... We can process records way, way faster and it's much more effective at doing our development using that.”

– Stephen B., Enterprise Solutions Architect