CapStorm

Salesforce Data Management after Data Loss, Data Mining, Data Archive

Fortune 500 Technology Enterprise

A business enabling wireless communication and delivering technology pivotal to the Fourth Industrial Revolution..

This California headquartered enterprise is known for innovative products that are ingrained in many of the digital devices used by billions of people around the globe. Daily wireless connectivity would not be possible without the innovation of this organization. Salesforce is used to power customer support with a complex, multi-org Salesforce implementation. CapStorm empowers the business to know customers better by enabling data mining and near real-time data visualization. The enterprise also minimizes costs with Salesforce data archival and streamlined sandbox seeding.

Industry
> Technology

Company
> Size 50,000+

Specialities
> Production at Scale
> Research & Development
> Internet of Things

Tech Stack
> Salesforce
> On-Premise Hosting
> Oracle
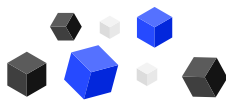
Problem

Huge Salesforce environments can be difficult to search, making robust analytics, queries, and data mining near impossible without a complementary solution.

This enterprise was an early adopter of Salesforce, and with over 50,000 employees, the data volumes in Salesforce increased exponentially. Data increased to such a high volume that the Case object was archived then reimplemented once the table grew larger than 55 million records. The business also required a solution for Salesforce backup and recovery, and the solution had to be architected to support these massive record counts, both upon Salesforce data extract and for complex data restores that could contain millions of interconnected records.
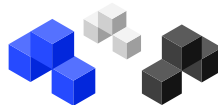
Solution

1. Incremental Salesforce Backup
   Salesforce data is backed up incrementally into the enterprise's Oracle databases.

2. Recovery Testing with Sandboxes
   Return Time Objectives (RTO) are tested by restoring data sets Salesforce sandboxes. The production recovery process is identical to Salesforce sandbox seeding.

3. Data Mining & Analytics
   The database's schema is automatically maintained by the solution in order to mirror Salesforce, including when new objects are created, packages are added, or field definitions are changed.

Outcome

Proven Salesforce data recovery with RPO and RTO measured in minutes.

Improved customer experience and increased revenue by mining Salesforce data for anomalies and trends.

Salesforce storage cost control with self-hosted Salesforce record archival.And