Tableau Insights with Near Real-Time Salesforce Extracts







datto

As the leading global provider of security and cloud-based software solutions purpose-built for Managed Service Providers (MSPs), Datto believes there is no limit to what small and medium businesses (SMBs) can achieve with the right technology. Datto's proven Unified Continuity, Networking, Endpoint Management, and Business Management solutions drive cyber resilience, efficiency, and growth for MSPs. Delivered via an integrated platform, Datto's solutions help its global ecosystem of MSP partners serve over one million businesses around the world.



Industry

> Technology



Company Size

> 1.500+



Specialities

- > Technology
- Integration



Tech Stack

- > Salesforce
- > Tableau
- > SQLServer



Problem

An enterprise cyber security organization uses Salesforce as a key system of record.

Salesforce contains much of the critical business data needed for analytics and business intelligence purposes, but the native reporting limitations in Salesforce are keeping the business from gaining needed data insights.



Solution

CapStorm enables self-hosted, high frequency Salesforce data extractions every 15 minutes, dynamically updating the organizations' Salesforce data warehouse with the latest data updates. The extraction process also updates data warehouse automatically as Salesforce structure changes, resulting in a set it and forget it process that stays in-step with the current state of Salesforce automatically.



Outcome

Tableau connects directly to the CapStorm created database, enabling near real-time analytics without query limitations or restrictions on calculated fields or data joins.

This process also powers data fabric integration to achieve broader data insights across the entire spectrum of the organization.