INFO SHEET

Backup for Salesforce

POWERED BY veeam

Don't Leave Your Salesforce® Data Unprotected

Salesforce® is likely one of your sales team's most valuable tools. However, whether from accidental deletion, data overwrites, ransomware attacks, or corrupt files, lots can go wrong.

You may be surprised to learn that your Salesforce data isn't automatically protected. While Salesforce is on the line to ensure the application and cloud infrastructure are always available and running properly, it's your responsibility to protect your data. With FirstLight's Veeam-powered Backup for Salesforce, if something goes wrong, you can protect and restore your Salesforce data with near-continuous backup.



Fast Recovery

Allows for quick restoration and version comparison



Control

Allows deployment of Salesforce backup on premises or in the cloud, strategically separating your backup data from the source to avoid backup and storage lock-in



Flexible Recovery

Recover exactly what is needed with intelligent recovery options for bulk and granular restore scenarios



Purpose Built

Custom-engineered backup solution specifically for Salesforce data and metadata. Includes granular scheduling and near-continuous backup all using native Salesforce APIs

Service Components	Customer Responsibility	FirstLight Responsibility
Veeam Licensing	✖	Included
Cloud Storage Infrastructure	✖	Included
1-Hour Onboarding Session	✖	Included
Salesforce Configuration	Shared	Shared
Monitoring Backups / Management of Backup Copies in Repository	Complete Control	✖
Restorations/Changes to Backup Schedule	Complete Control	✖

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Why FirstLight?

- **FirstLight is a trusted Veeam Provider.** We've been working with Veeam for nearly a decade offering its DRaaS and backup solutions like Microsoft 365 Backup and Immutable Backups.
- **FirstLight's industry-leading fiber network leverages Veeam solutions** – built with low-latency, redundancy, and speed you can count on, our network enhances Veeam's solutions.
- **We're experts in cloud computing.** We own our cloud and our geo-diverse data centers located throughout the Northeast. We can accommodate your needs whether you use our cloud, the public cloud, hybrid cloud, your data center or ours.
- **Local teams, local support, local know-how.** We're here to help 24/7, with technicians, account executives, and customer service representatives close to home.
- **Our accolades speak for themselves.** Cloud Computing Magazine recently named FirstLight a "Cloud Computing Backup and Disaster Recovery Award" winner, and ChannelVision Magazine also honored FirstLight with Visionary Spotlight Awards for Cybersecurity and Cloud Computing and Data Center Innovation.
- **Our customers think highly of us.** Our Net Promoter Score (NPS) is twice the industry average, placing us in the "Great Service Provider" category.

