snowmirror

SNOWMIRROR | A SMART DATA REPLICATION TOOL FOR SALESFORCE®

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YOUR ENVIRONMENT
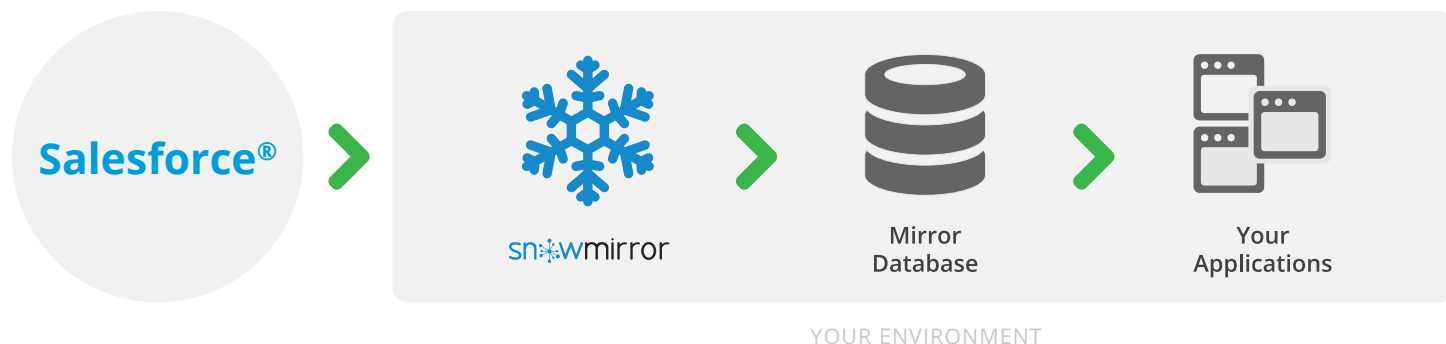
MAIN BENEFITS

Off-Load Reporting and Business Intelligence
Create custom reports on all sorts of existing reporting platforms and BI tools by connecting to a traditional, local database (e.g. Oracle or MySQL) containing replicated data from a Salesforce® instance. Select tables, columns and schedule regular data replication to have fresh data as needed.

Backup Salesforce® Data On-Premise
Backup individual tables from the cloud instance onto a filesystem in your data center. Store the backups in CSV or XML data formats to be prepared for sudden data losses or alterations. Schedule both full and incremental backups and configure backup retention to be in-line with your corporate policies.

Disaster Recovery
Real physical ownership of data in self-owned and controlled local environment that guarantees access to your data even if your internet or application service provider is not available.

Simplify Integrations
Leverage the mirror database to connect read-only integrations. Integrate applications with a database in a local network and improve the integration architecture.

THE IT CHALLENGE

Many organizations have successfully made use of Salesforce® to automate sales and customer service processes. Often times they rely on this cloud-based platform to deliver a variety of other integrated enterprise-wide solutions. The outstanding single system of record contains valuable, important or critical data that should be backed up daily, and it should be easy to restore in case of data loss. How to access the data if it is stored too far away, somewhere in the cloud?

Without a reliable and repeatable method to extract and maintain the Salesforce® data in a more traditional, relational database, it is impossible to leverage proven reporting solutions, analyze the data effectively by the business intelligence tools, or load the data into a data warehouse. Using the data exports or homegrown solutions leads to high development and maintenance costs and a risk of impacting end users.

THE SOLUTION

SnowMirror is a smart data replication tool for Salesforce®. The data is loaded from a Salesforce® instance and stored in a relational database such as Oracle or Microsoft SQL Server, installed in a local environment. This mirror database can be used for custom reporting, data warehouse loads, system integration, data backup and more. All applications that need the Salesforce® data for any purpose can access them in standard database ways (e.g. ODBC driver, JDBC, ETLs or plain SQL). The access to a local database is fast and the Salesforce® instance is no longer queried live.

By defining objects, selecting fields and even specifying a detailed filter query SnowMirror allows to synchronize only the data really needed. The data synchronization between ServiceNow and the mirror database is easy to schedule with a wide range of scheduling options. SnowMirror performs only incremental data downloads so the replication runs are fast and reliable. SnowMirror was designed and implemented as an agent deployed in the customer's environment (i.e. customer's network) accessing Salesforce® instance on one side and a database of choice on the other side. Simple and user-friendly interface enables seamless configuration and operation