XMA Limited

Salesforce Hyperforce Lightning Add-Ons

- Cloud Software - Digital Marketplace - Lot 2

- G-Cloud 14

CONTACT INFO

0115 846 4000

info@xma.co.uk

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Salesforce Hyperforce Lightning Add-Ons

1. Service Description

1.1. Service Overview

Extending Salesforce services is easy with a host of powerful add-ons. Pre-integrated, adding extra functionality and services beyond the Salesforce platform is simple. The add-ons listed give you the extra capability, tools and capacity you need to configure your Salesforce service the way you want.

These add-ons typically take advantage of the Salesforce platform underpin such as point and click development, business logic, mobile SDK, file storage, analytics, multi-language development, social collaboration, and cloud identity solutions. It includes services like UI components, flexible page layouts for mobile, and custom actions — all geared for going and growing fast via a multi-tenant, cloud infrastructure.

Build amazing apps. Connect everything.
Developing with Salesforce takes weeks instead of months, days instead of weeks, and hours instead of days.

It's a new era. The public has higher demands, but government IT teams are being asked to deliver more with less. Meet the challenge by building new, modern, and mobile apps faster than ever before.

A major challenge facing those working in government is the ability to adjust to the rapid pace of change and doing more with less. While other sectors are busy innovating, government is too often saddled in IT systems designed for a bygone era. No one understands this better than those responsible for providing technology solutions for government staff. IT departments and developers receive hundreds of competing requests from literally dozens of different teams. To make matters worse, they are already burdened by out-dated legacy systems that require too much time and too many resources to maintain. It is enough to overwhelm the best-qualified, most-organised teams. Simply put, most IT teams are not currently set-up to succeed.

Policy and programme apps
Instead of spending 80% of their budget and time just keeping the lights on, government IT departments are now leading with innovation. Shift your agency's IT with social and mobile apps that track everything from legislation and policy proposals to correspondence—and everything in between. Like the General Services Administration (GSA) in the US which consolidated hundreds of legacy apps to 15 and has already built 26 new ones—all in less than 6 months.

Connect Everything

Powerful APIs make building apps that seamlessly integrate with a connected world, faster and easier. Whether you're connecting to back office systems, legacy technology, or connected devices, Salesforce delivers data and insights to make every connection more meaningful.

Salesforce gives you everything you need to build apps for desktop and mobile so you can turn ideas into apps faster. It's all about delivering modern business apps to customers and employees. It's about going from idea to app, faster than ever before.

Develop and deploy mobile and browser apps, fast. Salesforce empowers business and technology teams

Business Analysts
- The ability to create an app with just clicks.
- The power to bring a business idea to life with an app, enable it as social and mobile instantly.
- A way to deliver data and insights to every employee
- Admin tools to add new users and control user access with just a few clicks

Technical Developers
- An API-first cloud platform, which means all of your apps connect to your business data
- An extensible mobile app with UI frameworks, allowing you to build faster than ever
- Instant deployment, real-time distribution
- Developer productivity tools to go even faster

Learn more here: https://www.salesforce.com/uk/platform/overview/

1.2. Service Features

1. Additional API calls
2. Knowledge authoring
3. Surveys
4. Additional storage- data and files
5. Content collaboration with real time CRM data
6. Shield security enhancements: advanced encryption, event monitoring and field audit
7. Sandboxes, powering your development and test governance cycles
8. Mobile publisher
9. Additional Einstein Artificial Intelligence and Data Cloud capacity
10. Enhanced support options with Premier and Signature

1.3. Service Benefits

1. Scale services easily as your organisation succeeds and grows organisation needs
2. Simple activation minimises disruption
3. Pre-integrated, rapidly add new capabilities as your business changes

1.4. Main components & Functions of this service

Leveraging Salesforce's leading multi-tenant, cloud infrastructure, your apps get the trust and security that over 100,000 enterprise customers depend on to run their business. And since it's API first, you can build your app with any experience or UI you want — helping you connect with the next generation of devices, apps, and customers in a whole new way.

Extending Salesforce services is easy with a host of powerful add-ons. Pre-integrated, adding extra functionality and services is fast and easy. The add-ons listed give you the extra capability, tools and capacity you need to configure your Salesforce service the way you want.

Add-ons allow you to expand on the platform features described below as your organisation succeeds and grows or your business needs change, adapting to the rapidly changing needs of the citizens you serve. These powerful services you need to build apps fast are augmented by the add-ons available.

POINT AND CLICK DEVELOPMENT
Use drag-and-drop tools to build rich apps. With Salesforce, anyone can create database schemas, workflows, custom actions, automated business processes, page layouts, and entire apps without writing a single line of code.

CONNECT TO EVERYTHING WITH ONE CUSTOMER PLATFORM
Say hello to one, all encompassing, completely open, Customer Platform. New APIs and tools make building apps faster to connect with customers, employees, partners, legacy systems and the next generation of devices and apps.

MULTI-TENANT INFRASTRUCTURE
Scale with ease. Instantly build, test, and deploy on our shared infrastructure. Get automatic upgrades for your apps. Experience the most secure, reliable, and trusted enterprise cloud app platform. Focus on your apps, not infrastructure maintenance.

CLOUD DATABASE
Set up and visualise your database in minutes with our easy Schema Builder: drag-and-drop tools, auto-generated user interfaces, pre-built components, and pre-designed templates. Simply create objects and drag them onto your pages to interact with your data. With the Salesforce Platform's cloud database, you can build rich forms and data schemas without complex code.

APIs FOR THE CONNECTED WORLD
Designed API first, Salesforce lets you build more innovative apps, faster. Data level APIs allow for integration with 3rd party and back-office systems, like Oracle and SAP. Build with APIs for UI templates, customer data, system metadata, and more, to deliver connected apps.

MOBILE SERVICES
Built API first, you get everything you need to quickly deliver mobile-ready, custom apps faster. And with clicks or code, developers and business analysts alike can quickly build engaging mobile

apps so you can connect customers, employees, partners, and products anywhere, anytime, on any device.

DRAG AND DROP ANALYTICS

Drag and drop to create personalised reports and dashboards by department, role, and individual. Show key business metrics in real time and easily drill down for additional detail. Then share insights via social feeds and across mobile devices.

VISUAL WORKFLOW

Visually automate virtually any business process — from approving a policy, to routing a service call, to generating a new project, to onboarding a new hire, and more. Add logic to applications; write database triggers, and program controllers in the user interface. Visual Workflow lets you add advanced logic to all your apps.

MULTI-LANGUAGE DEVELOPMENT

Let your developers hit the ground running, and code in any language. Make changes in your IDE and deploy them instantly. Scale with ease, get full control, infinite capacity, and independent scaling for each component of your app. Create pixel-perfect Web and mobile user interfaces.

USER ACCESS

Built-in role-based access lets you control where apps are deployed, and which data each user can access at the object, field, or record level. You can also create custom rules across roles and profiles so you can share data when you want, with the user you want.

IDENTITY

Maintain a single, trusted identity across your organisation. Centrally manage apps, users, and data sharing for all your enterprise cloud and mobile apps with the simplicity, transparency, and trust of the world's #1 cloud platform.

PRIVATE APPEXCHANGE

Create one secure, branded location to distribute apps to employees or share with other public sector organisations. Give users instant access to any mobile or cloud app they need to be productive, on any device. Streamline distribution and access management for IT.

2. Information Assurance

Salesforce holds a suitably scoped ISO:27001 certificate that covers the majority of its core services, please refer to the Salesforce Security, Privacy and Architecture (SPARC) documentation here for further product specific information. In addition, for country and product specific compliance please refer to this link for current status.

Salesforce.com EMEA Limited and its affiliates are committed to achieving and maintaining customer trust. Integral to this mission is providing a robust security and privacy program that carefully considers data protection matters.

In the UK Salesforce has completed an external CHECK Security assessment performed against its core services by a CREST member organisation, Salesforce also holds a current Cyber Essentials certificate, again completed by a CREST member organisation and can provide a response to the NCSC 14 security principles upon request.

In accordance with the EU Data Protection Directive and implementing national legislation, the Salesforce Processor BCR (Binding Corporate Rules) is intended to provide an adequate level of protection for Personal Data during international transfers within the Salesforce Group made on behalf of Customers and under their instructions, further information is available here https://secure.sfdcstatic.com/assets/pdf/misc/Salesforce-Processor-BCR.pdf

Salesforce adheres to the principles of the EU-U.S. Privacy Shield framework with respect to personal data submitted by Salesforce's customers in reliance on the Privacy Shield to the following online services: Sales Cloud, Service Cloud, Force.com, Communities, Chatter, Site.com, Database.com, Analytics Cloud, Financial Services Cloud, Health Cloud, Heroku, Pardot and Configure, Price, Quote (CPQ) https://www.salesforce.com/assets/pdf/misc/privacy-shield-notice.pdf

In addition, we currently hold the following certifications:
Geographical Recognition
- TRUSTe Certified Privacy Seal
- Japan Privacy Seal from the Japan Information Processing Development Corporation
- (JIPDC)
- TUV Certificate
- FedRAMP
- Cyber Essentials
- Privacy Shield

Global Audit Compliance
- ISO 27001, 27018
- SSAE 18/ISAE 3402
- SOC-1
- SOC-2
- SOC-3 (SysTrust)
- PCI-DSS
- Cyber Essentials PLUS

Learn more here: Salesforce Services Trust and Compliance Documentation

Relating to the Government Security Classification (GSC) scheme and the National Cyber Security Centre (NCSC), Salesforce has various Public Sector customers, holding a variety of data at OFFICIAL and OFFICIAL Sensitive levels. Further Salesforce has various documents to assist organisations assessing the Security posture of Salesforce such as a response to the NCSC 14 Security principles. Please contact us for up-to-date information and access to additional information.

3. Data Backup / Restore and Disaster Recovery

Redundancy and Scalability

The Salesforce service is built for high availability across 3 availability zones within the region. Each availability zone includes the following:

- Multiple network carriers for customer connectivity
- Multiple ISPs for customer transit and internal replication
- Multiple dedicated connections for DR/BCP
- Redundant cloud-based networking infrastructure
- Web, Application, API, Cache, Search, Index, Query and Batch servers are load balanced and live within multiple availability zones within the region, with failover capabilities
- Database servers are replicated both within the same availability zone for performance reasons, and across 3 availability zones to ensure availability.

Extensive use of high-availability servers and network technologies, and a carrier-neutral network strategy, help to minimise the risk of single points of failure, and provide a highly resilient environment with maximum uptime and performance. The Salesforce Services are configured to be N+1 redundant at a minimum, where N is the number of components of a given type needed for the service to operate, and +1 is the redundancy. In many cases, Salesforce has more than one piece of redundant infrastructure for a given function.

Salesforce provides Enterprise class recoverability through replication of data across three distinct availability zones.

Disaster Recovery

Salesforce maintains a Disaster Recovery plan that supports a robust business continuity strategy for the production services and platforms. The Disaster Recovery Plan has been developed from industry-accepted methodologies and encompasses principles of high-availability engineering. The Disaster Recovery plan is constantly measured against strict regulatory and governance requirements, and is a crucial part of the acceptance plan when making changes or additions to the production environment. More information on Site Switching is available in this knowledge article: https://help.salesforce.com/s/articleView?id=000387541&type=1.

The Salesforce Services on Hyperforce DR/BCP Summary document summarises the disaster recovery and business continuity program maintained by Salesforce for its services branded as Salesforce Services on Hyperforce.

In order to provide unparalleled availability, Salesforce maintains redundant copies of each running software component and customer data across three availability zones. Salesforce

regularly tests our disaster readiness by moving the active customer database across availability zones as would happen in a real disaster scenario. Resulting improvements are identified and implemented within the Disaster Recovery plan.

Salesforce Hyperforce is configured and deployed in a highly available manner. The systems are designed to recover from failure in a minimally disruptive manner. All Customer Data submitted to the Covered Services is written to persistent storage across multiple availability zones. Data backups are encrypted using at least AES-256 via FIPS 140-2 validated encryption.

The Covered Services' Disaster Recovery processes are built on top of the standard deployment process; this ensures that Disaster Recovery is done using a well understood and continually validated process. We will explicitly test a Disaster Recovery event at least one per year.

Additional details on Salesforce's Disaster Recovery can be provided with the execution of an NDA between Salesforce and your organisation.

Backup
Salesforce Unified Cloud (Hyperforce) is configured and deployed in a highly available manner. The systems are designed to recover from failure in a minimally disruptive manner. All Customer Data submitted to the Covered Services is written to persistent storage across multiple availability zones.

To help customers routinely back up their data, Salesforce offers several native options that are available for no additional cost to customers. Salesforce provides tools like Data Loader and the API as a method for customers to manually restore their data. It is important to note the order in which data is restored, so that relationships and the connection to related records can be preserved.

 The following documentation and options are available to customers as a method of backing up their data:

- How To: Platform: Backup and Manage Salesforce Data (Accelerator Webinar): https://help.salesforce.com/articleView?id=000354893&type=1&mode=1 (for premier customers).
- Data Export Service: Manual or scheduled exports of your data via the UI. Export Backup Data from Salesforce: https://help.salesforce.com/articleView?.id=admin_exportdata.htm&type=5.
- Data Loader: Manual on-demand exports of your data via the API. Export Data: https://help.salesforce.com/articleView?id=exporting_data.htm&type=5.
- Report Export: Manual on-demand exports of your data via reports. Export a Report: https://help.salesforce.com/articleView?id=reports_export.htm&type=5.
- Salesforce Backup and Restore product: https://www.salesforce.com/content/dam/web/en_us/www/documents/platform/fy24-salesforce-backup-datasheet.pdf.

Restore

Salesforce offers several native options at no additional cost to help customers routinely back up their data. Depending on your edition, your org can generate and export backup files on a weekly or monthly basis. Individual users can view and restore their deleted records from the Recycle Bin, where all deleted records reside for 15 days before being deleted from the system. Admins also have access to an org-wide Recycle Bin to restore or permanently delete records during the 15-day window. Salesforce also supports manual restore via Data Loader and API.

As an add-on solution, Salesforce Backup provides additional backup and restore capabilities. You can configure and maintain automatic backups, make a backup on demand, and quickly find and restore data. You can control the order in which data is restored to preserve relationships and connections to related records.

You can find additional information and best practices for backup and recovery at http://sfdc.co/BackupAndRecovery.

4. On-Boarding

4.1. Deployment

Salesforce is a SaaS (Software as a Service) solution and users access the tools via a web browser. Therefore, no software or hardware deployment is necessary. Implementation takes the form of assigning usernames and passwords to staff and (if needed) completing webinar-based training on the application.

5. Off-Boarding

Off-boarding from the service is as simple as exporting and downloading your data if you choose to do so. We provide your data in an industry standard readable format to make it as easy as possible for you to migrate to another service if you wish to do so.
For further details of data extraction and removal, please refer to section 5.2 below.

5.1. Termination

Details of termination options and implications are contained in our terms.
The Supplier would never terminate except for buyers' material breach of the Call-Off Contract and the terms.

5.2. Data Extraction and removal

With a commercial model that requires customer trust to be at the core of everything we do, Salesforce also helps ensure that our customers can exit our service with open and transparent processes and clearly defined commercial considerations. As such, should for any reason a customer wish to cease using the Salesforce service then outlined below are some of the key technical considerations for ending the subscription service and extracting both the customer's

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data and the technical investment made in the platform. Further detail relating to an exit strategy can also be discussed on understanding the nature of any potential solution

- Salesforce offers a Weekly/monthly Export Service (WES) for those customers requiring a local backup copy of their data, or in order to exit the service.
- Data is exported into a set of comma-separated values (CSV) files. Images, documents and attachments can also be exported.
- Within thirty days of termination of your contract with us, upon request we will make your data available to you for export or download. Thirty days after termination of your agreement we will have no obligation to maintain or provide your data, and will thereafter delete or destroy all copies of your data in our systems or otherwise in our possession or control unless we are legally prohibited to do so.
- Data export is provided at no additional charge. Full details are contained in our terms.

Salesforce understands the intentions of G-Cloud, and is keen to support customers adoption of cloud technology, however that should also include knowing how to leave a given cloud technology. Salesforce has an exit strategy paper that can be used to help plan a path away from Salesforce. Notwithstanding that Salesforce has one of the lowest attrition rates in the industry, we remain committed to your success. Continued investment is how we sustain 3 upgrades every year and a constant delivery on new innovation in every update.

6. Pricing Summary

Comprehensive pricing details can be found in our separate pricing document.

The service has various pricing levels and bandings based on type of service required and the volume needed. Please refer to pricing documents for detailed pricing.

7. Service Constraints

Here are some key considerations we wish to highlight; a full list is contained in our Supplier Terms.

Usage Limits
- Services and content are subject to usage limits, including, for example, the quantities specified in order forms.
- A user's password may not be shared with any other individual.

If you exceed a contractual usage limit, we may work with you to seek a reduction in your usage so that it conforms to that limit. If, notwithstanding our efforts, you are unable or unwilling to abide by a contractual usage limit, you will execute an order form for additional quantities of the applicable services or content promptly upon our request.

Customisation and configuration of the service is independent of the underlying infrastructure;

upgrades do not impact any changes you may have made. As a result of this independence it is typical for customers to customise their service to their own requirements. As the service is SaaS based, Salesforce is aware of which users are using which features etc., therefore we are aware of any potential impact a feature deprecation would have to customers and can work with them should there be a need for a feature deprecation.

8. Service Management

Your success is our success
Customer success is a top priority for Salesforce. Every customer gets a Standard Success Plan for online support and training. Our most successful customers take advantage of our Premier Success Plans to achieve an 80% higher return on their Salesforce investment. Large enterprise customers can benefit from Signature Success, our highest level of service to support their most critical business demands.

Premier and Signature Success packages can be purchased through G-Cloud specialist cloud services.

Standard Success
Every Salesforce customer gets a Standard Success Plan for online support and training. Our Standard Success Plan, included with each licence, provides:
- Success Communities to share with other customers
- Guided Journeys on how to use Salesforce
- Circles of Success Interactive Events
- 12/5/365 online case submission
- Response in two business days
- Trailhead online training
- "Getting Started" online training catalogue

Standard Success is for companies that need standard guidance in getting started with Salesforce. If you need a faster response, 24x7 support coverage, and/or a comprehensive training solution, we recommend our Premier Success Plans.

Premier Success
Our most successful customers take advantage of Premier Success to achieve an 80% higher return on their Salesforce investment.

The Premier Success Plan provides specialised guidance whether you have how-to questions, experience technical issues, need troubleshooting, or want to increase the value you get from Salesforce.

Benefits include:
- 24/7 online and phone support by senior support analysts
- Expert coaching sessions
- Reviews of your platform health and business value

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- Developer support
- Expert Assistance

Specialised Guidance
- A discount on all Trailhead Academy courses and certifications
- Quicker response times than Standard Success. When critical issues arise, our skilled support engineers respond within one hour.

Expert Assistance
Expert coaching sessions are specialised engagements designed to help you get more value from Salesforce products. With Premier Success, you can attend webinars on a specific topic and watch coaching videos and then have an individual follow-up session to dive deeper.

We also offer personalised sessions with Salesforce experts to help you overcome obstacles and drive long-term success. More than 200 options cover a range of needs and interests across Salesforce products.

To get real-time answers to your questions, Premier Success includes live Q&A sessions with Salesforce experts, addressing topics from adoption and how-tos to best practices. Specialised technical support is also available for admins and developers to troubleshoot custom code issues.

Specialised Guidance
To help ensure that you see continuing success with Salesforce, Premier Success includes personalised guidance and insights. Through periodic reviews and check-ins, we evaluate your platform health and value maturity. These technical and business reviews assess key areas of platform performance, prioritise areas for growth, and set and track progress against your targets with quantifiable success metrics.

Signature Success
Extend your team with Signature Success. Rest assured knowing our certified experts are here to help you maintain your Salesforce solution.

Signature Success is the highest level of support from Salesforce and provides a high-touch experience led by a named expert who acts as an extension of your team. Customers with Signature Success benefit from increased performance and productivity through all the features of Premier Success plus:

- 15 minutes initial response for critical issues.
- The fastest response times from our most skilled support engineers.
- A designated Technical Account Manager.
- Customer Success Score for actionable insights and recommendations.
- Technical Health Reviews.
- Proactive Monitoring and Key Event Management.

Technical Account Manager (TAM)

Account management by a named champion. An assigned TAM provides consistent advocacy and guidance with a deep understanding of your business. These highly experienced technical experts provide support case oversight and escalation, weekly meetings, and tailored solution guidance.

Proactive services
Signature Success includes 24/7 monitoring that is tailored to your configuration. Your TAM coordinates with Proactive Services Engineers experts and helps ensure you prevent or mitigate potential issues identified, before they can create business disruption. If anything does go wrong, you can expect early alerts, remediation, and reviews to eliminate recurring root cause patterns.

Available at all times and offers the fastest case response times, including 15 minutes for severity 1 issues via phone or chat through our Help site.

Accelerators
Accelerators are quick, personalised work sessions that solve specific Salesforce challenges. The list of accelerators available varies depending on the type of plan you chose; there are no accelerators available with the standard plan.   A customer can have unlimited accelerators as long as only one is being delivered at a time.

Learn more: https://www.salesforce.com/services/success-plans/overview/
There is no financial recompense model for not meeting service levels.

9.   Customer Responsibilities

Here are some key responsibilities we wish to highlight; a full list is contained in our Salesforce Supplier Terms.

Management
Using our online tools, you will need to manage your usage of and access to the service, for example user accounts, installed applications, sites etc.

Compliance
In using the service, you need to ensure your compliance with our terms, which include:
- Being responsible for the accuracy, quality and legality of your data and the means by which you acquired your data. Using commercially reasonable efforts to prevent unauthorised access to or use of the service, and notify us promptly of any such unauthorised access or use.

Usage Restrictions & Information Security
You must:
- Ensure that only information of an appropriate security classification is placed into the service.

You must not:

- Use the service to store or transmit infringing, libellous, or otherwise unlawful or tortious
  material, or to store or transmit material in violation of third-party privacy rights.
- Use the service to store or transmit malicious code.
- Interfere with or disrupt the integrity or performance of any service or third-party data contained therein.
- Attempt to gain unauthorised access to any service or content or its related systems or networks.
- Permit direct or indirect access to or use of any service or content in a way that circumvents a contractual usage limit.

10. Client-side Technical Requirements

Salesforce is a SaaS (Software as a Service) solution and users access the tools via a web browser. Therefore, no hardware or software installation is necessary.

Browser requirements
Salesforce supports a range of popular browsers. Learn more: [Supported browsers](#)

Internet access
Salesforce is designed to use as little bandwidth as possible, so that the service performs adequately over high-speed, wireless and mobile Internet connections.

While average page size is on the order of 90KB, Salesforce supports compression as defined in the HTTP 1.1 standard to compress the HTML content before it is transmitted as data across the Internet to a user's computer. The compression often reduces the amount of transmitted data to as little as 10KB per page viewed, due to the lack of image content. The site was designed with minimum bandwidth requirements in mind, hence the extensive use of colour coding instead of images. Our average user also is known to view roughly 120 pages from our site per day. However, it is best to measure any page that has been customised, especially if Visual Force components have been added to the page, to get an accurate measurement of the page size.

Our application is stateless; therefore, there are no communication requirements in the background once the page loads like traditional client server applications e.g. Outlook. Therefore, once the page loads there are no additional bandwidth requirements until a user queries or writes information to Salesforce. Further information here
https://help.salesforce.com/articleView?id=000004958&type=1

11. Planned Maintenance Windows

When maintenance is scheduled, Salesforce publishes the dates and times of the maintenance windows on trust.salesforce.com. Premier Alerts are sent via email when the maintenance windows are posted to trust.salesforce.com. In the event of planned maintenance that requires customer action in advance, such as updating network settings in preparation for additional login

pools, Salesforce endeavours to communicate via email to system administrators of your organisation months prior to the maintenance. If emergency system maintenance is required, customers may be notified less than one week in advance.

There are two types of maintenance at Salesforce:
- System maintenance is for sustaining the security, availability, and performance of the infrastructure supporting Salesforce services.
- Release maintenance is for upgrading Salesforce services to the latest product version to deliver enhanced features and functionality. There are three different kinds of release maintenance: major releases, patch releases, and emergency releases.

Major release maintenance dates and times are posted on trust.salesforce.com approximately one year before the release date. Major release maintenance occurs three times per year.

Patch releases and emergency releases are used to deliver scheduled and ad hoc application fixes and are typically seamless to customers. Whenever possible, patches and emergency releases are deployed during off-peak hours and without downtime. You can see our preferred maintenance schedule at https://help.salesforce.com/apex/HTViewSolution?id=000176208&language=en_US or learn more at http://trust.salesforce.com

12. Training

We provide webinar-based and instructor led training for the majority of our services. Details can be found in our separate listing for Salesforce Training also listed on the Digital Marketplace. Further information can also be found here:
https://www.salesforce.com/services-training/training_certification/training-by-cloud.jsp

13. Data Centre Locations

For the Salesforce Services (services branded as Force.com, Site.com, Sales Cloud, Service Cloud, and Chatter), if a new 'Org' of the Salesforce Service is provisioned for a Customer with a billing address in the UK, Customer Data in that 'Org' is stored in data centres in England.

In addition, Salesforce may store information in data centres located outside of EEA, such as identifying information, relating to the Customer's instances(s) of Salesforce Services and users for the purposes of operating the Salesforce Services, such as facilitating the login process and the provision of customer support.

Such identifying information as provided by the Customer in its provision of user accounts shall only include the following personal data about users: first and last name, email address, username, phone number, and physical business address.

For other services which are not Salesforce Services, Salesforce uses various data centres located throughout the world. The location of Salesforce data centres for all services is specified

in the Salesforce Infrastructure and Subprocessors Documentation, available under the following link - https://www.salesforce.com/company/legal/trust-and-compliance-documentation/

14. Performance

Full details are contained in our terms.

14.1. Service Levels

We will use commercially reasonable efforts to make the services available 24 hours a day, 7 days a week, except for:
- Planned downtime
- Any unavailability caused by circumstances beyond our reasonable control, including, for example, an act of God, act of government, flood, fire, earthquake, civil unrest, act of terror, strike or other labour problem (other than one involving our employees), Internet service provider failure or delay, non-Salesforce application, or denial of service attack.

14.2. Incident Response Time

The incident response time varies from 15 minutes to two days depending on the level of support selected. Details can be found in section 8

14.3. Incident Updates

Incident update intervals vary based on the level of support selected, ranging from every 30 minutes to longer periods. Details can be found in section 8

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