

Softcat Plc

Salesforce Heroku

- Cloud Hosting - Digital Marketplace - Lot 1a
- G-Cloud 15



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Salesforce Heroku

1. Service Description

1.1. Service Overview

Deliver apps the right way. Cloud computing designed and built for developers.

Heroku is a salesforce.com company providing a cloud platform based on a managed container system, with integrated data services and a powerful ecosystem, for deploying and running modern apps. The Heroku developer experience is an app-centric approach for software delivery, integrated with today's most popular developer tools and workflows.

Build apps, not infrastructure

Heroku runs your apps inside dynos — smart containers in a reliable, fully managed runtime environment. Developers deploy their code written in Node, Ruby, Java, PHP, Python, Go, Scala, Clojure or .net to a build system which produces an app that's ready for execution. The system and language stacks are monitored, patched, and upgraded by Heroku, so it's always ready and up-to-date. The runtime keeps apps running without any manual intervention.

Deploy in minutes, with tools you love.

The Heroku Developer Experience is an app-centric approach to software delivery so developers can focus on creating and continuously delivering applications, without being distracted by servers or infrastructure. Developers deploy directly from popular tools like Git, GitHub or Continuous Integration (CI) systems. The intuitive web-based Heroku Dashboard makes it easy to manage your app and gain greater visibility into performance.

Data and Ecosystem

Heroku Elements lets developers extend their apps with Add-ons, customise their application stack with Buildpacks and jumpstart their projects with Buttons. Add-ons are 3rd party cloud services that developers can use to immediately extend their apps with a range of functionality such as data stores, logging, monitoring and more. Heroku provides two fully-managed data service Add-ons: Heroku Postgres and Heroku Redis.

Scale to millions of users.

The Heroku Platform is great for the early part of the app lifecycle, but it really shines when you go into production. Heroku seamlessly supports every step of the app lifecycle — build, run, manage and scale. Heroku Postgres provides trusted database options at terabyte scale. Dyno choices to suit your needs, including performance dynos for your highest traffic apps — all scalable in an instant. Heroku keeps the kernel up-to-date with the latest security patches. All backed by the trust and reliability of Salesforce.

Learn more here: www.heroku.com

1.2. Service Features

1. **Fully managed container environment** - run Heroku and Docker containers in a fully-managed low-touch environment;
2. **Scale** - dynamically scale up or down instantly to meet demand;
3. **Buildpacks** - open source supported and supplied or build your own;
4. **Config** - manage specific configurations separately from your source code;
5. **Deploy, with Git** - we handle compilation, dependencies, assets and executables;
6. **Fork** - creates a duplicate instance of your application immediately;
7. **Extend** - over 100 add-ons, integrated to Heroku;
8. **Regions** - US, Europe and APAC, EU Model Contract Clauses supported;
9. **Data sync** - into Salesforce Sales, Service, & Marketing Clouds;
10. **Open source** - Ruby, Node.js, Python, Java, PHP, Scala, Clojure and more.

1.3. Service Benefits

1. **Efficient** - Developers can focus on the app, not the infrastructure;
2. **Skills** - prevalent in the market giving you greater choice;
3. **Community** - active to help you learn and share code;
4. **Cost** - cheaper than hosting and supporting your own environment;
5. **Agile** - create new apps, then deploy on demand;
6. **Platform** - API automate/extend with services in a programmatic manner;
7. **Security** - Virtual Private Cloud, SSO with OAuth SAML;
8. **Flexibility** – faster procurement through G-Cloud;
9. **Heroku Connect** - pre-built integration to the best of Salesforce;
10. **Speed** - scales to millions, exploit the AWS underpin – we turn IaaS into Platform.

1.4. Main components & Functions of this service

Build and Run Your Apps, Your Way.

Heroku supports Ruby, Node.js, Python, and Java so you can use the languages you already know to build and deploy apps on Heroku.

Add-ons

Use technologies you love with over 100 services in our [Add-ons Marketplace](#). Add-ons are fully-managed services, integrated into the Heroku platform. They can be provisioned and scaled in a single command, and consumed by your application as loosely coupled components. Add-ons provide services for logging, caching, monitoring, persistence and more.

Buildpacks

[Buildpacks](#) are collections of scripts for compiling apps on Heroku, specific to the frameworks and languages you use in your app. Heroku supports a set of default, open source buildpacks, but you can also make your own or use one [from the community](#).

Config

Heroku lets you manage [environment-specific configurations](#) (such as credentials for backing services) separately from your source code for greater safety and portability. In Heroku, this data can be managed with config vars, which are made available to your running application as simple environment variables.

Run

Sometimes you want to [run one-off dynos](#) on your app—run a script in your app's environment, use your app's console, etc. Using Heroku run, you can quickly spin up a one-off instance of your app environment to run ad-hoc commands.

Deploy your app quickly, easily and with options that work for you.

Deploy with Git

Use git to deploy apps to Heroku in one command. We'll build and run the source application, handling compilation, dependencies, assets and executables so you can focus on code. Code pushed to the Heroku remote will be live and running on the platform quickly.

Heroku Fork

[Heroku fork](#) creates a duplicate instance of your application, running on Heroku immediately. It can be used to rapidly spin up new application environments, demonstrate feature branches on a running app, or migrate apps to Heroku Europe.

Releases

Whenever you deploy changes to your app, Heroku creates a new release of your app. We keep your app's release history, and you can list all of your releases, who made them, and when. And if something goes wrong in a release, use the rollback command to roll back to the latest release or a specific release until you can fix the problem.

Regions

Heroku has multiple geographic regions — including the US, Europe and Japan — so you can deploy apps closer to your users, with less latency.

Scale with ease, when you need to

Heroku lets you grow quickly to support user growth, traffic spikes and new features.

Dyno size

Dynos on Heroku are available in [multiple sizes](#). 1X and 2X dynos have variable performance. 1X dynos get 513MB of memory and 1X CPU share. 2X dynos get 1024MB of memory and 2X CPU share. Performance Dynos are single dyno high memory containers with consistent performance – ideal for Production environments.

Scale easily

On Heroku, your app is easily divided into worker, web, queue and other process types which can be scaled up independently and on-demand. This provides a simple, powerful model for addressing user growth, traffic spikes, and demanding background tasks with ease and flexibility.

Addons:upgrade

Heroku Add-ons come in a variety of plans to fit your application and ensure you only pay for what you need. When it's time to grow, [upgrade](#) to a new plan on an on-demand basis.

Dashboard scale

Use the Dashboard to easily scale up the number of dynos available to your app. Just use a slider and apply changes when you're ready to grow.

Get comprehensive visibility and monitoring

Heroku provides built-in tools so you get the information you need to make better decisions.

Heroku Logs

Heroku brings simplicity and order back to logging. Heroku automatically collates and routes logs from every single part of your application into a single channel, providing the foundation for truly comprehensive, extensible, app-centric logging.

Monitoring Add-ons

Our Add-on marketplace has a wide selection of logging, monitoring and visibility Add-ons for you to choose from, including providers like [New Relic](#), [Papertrail](#) and [Mezmo](#) and more.

Status

Heroku Status provides information on Heroku's current status, current and historical uptime, and incident history. [Visit Heroku Status.](#)

Heavy Duty Tools

Heroku gives you powerful, beautiful, intuitive interfaces to build and manage your app. Minimal distractions and robust features let you focus on getting things done.

Dashboard

When you sign into Heroku on www.heroku.com, you'll see the Heroku Dashboard. Dashboard provides an overview of all your apps, resources they're using, recent activity, and collaborators, giving you a beautiful, cohesive interface to manage all of your apps.

Heroku Command Line Interface (CLI)

Our command line client, [Heroku CLI](#), gives you everything you need to get started with Heroku. Installs easily on OS X, Windows, Debian/Ubuntu or from source, and provides you with the Heroku CLI, a tool for running your apps locally, and Git.

Heroku Postgres

[Heroku Postgres](#) provides a SQL database-as-a-service that lets you focus on building your application instead of messing around with database management.

Data Clips

[Dataclips](#) allow the results of SQL queries on a Heroku Postgres database to be easily shared. Simply create a query on postgres.heroku.com, and then share the resulting URL with co-workers, colleagues, or the world. Data clips can be shared through e-mail, Twitter, IRC, or any other medium - they are just URLs.

Postgres Backups

Use the [PG Backups Add-on](#) to easily capture and manage backups for your Heroku Postgres databases. This can be used to safely upgrade your database to larger plans.

Postgres Fork

[Fork your Postgres database](#) just like you fork source code. It creates a perfect, byte-for-byte clone of your database with a single command and adds it to your account as a separate object.

Postgres Follow

[Postgres Follow](#) allows you to create read-only replicas that stay up-to-date with the changes to your database. Followers are similar to "hot-standbys" or "read-only slaves". Followers can be used to horizontally scale the read capacity of your database. Read queries can be directed to followers and write queries to the primary database.

Learn more: www.heroku.com/features

Features only available as part of Heroku Enterprise

The Heroku licences available through G-Cloud provide access to Heroku Enterprise. These features are not available to customers undertaking Free Trials or those that pay on the Credit Card.

Private Spaces

A Private Space, part of Heroku Enterprise, is a network isolated group of apps and data services with a dedicated runtime environment, provisioned to Heroku in a geographic region you specify. With Spaces you can build modern apps with the powerful Heroku developer experience and get enterprise-grade secure network topologies. This enables your Heroku applications to securely connect to on-premise systems on your corporate network and other cloud services, including Salesforce.

Fine Grained Access Control

Multiple users working on multiple apps with the same level of permissions introduces management challenges. App permissions give you fine grained access controls to:

- Guard and monitor changes to production apps
- Restrict what changes can be made to an app
- Manage the types of resources that users have access to

Add-on Controls

Add-on controls let organisation admins control which add-ons can be used with apps in the organisation. Enabling the add-on controls feature restricts non-admin organisation members from installing add-ons that are not on the approved add-ons whitelist.

SSO for Heroku

Heroku easily integrates with your existing identity provider (IdP) so you can provide your employees with single sign-on to Heroku using the same credentials and login experience as your other service providers. Using SSO, your employees will be able to login to Heroku using the familiar identity provider interface, instead of the Heroku login page. The employee's browser will then forward them to Heroku, authenticated and ready to go. The IdP grants access to Heroku when SSO is enabled and Heroku's own login mechanism is deactivated. In this way, authentication security is shifted to your IdP and coordinated with your other service providers.

2. Information Assurance

Heroku's physical infrastructure is hosted and managed within Amazon's secure data centres and utilises the Amazon Web Service (AWS) technology. Amazon continually manages risk and undergoes recurring assessments to ensure compliance with industry standards.

Information about security and privacy-related audits and certifications received by AWS, including information on ISO 27001 certification and Service Organization Control (SOC) reports, is available from the [AWS Security Website](#) and the [AWS Compliance Website](#).

Salesforce holds the following certifications:

- ISO 27001, ISO 27017, ISO 27018, ISO 9001
- Asip Sante HDS
- NEN-7510-1:2017
- PCI DSS
- UK Cyber Essentials
- SSAE18/ ISAE 3402
- ISMAP
- APEC Processor Seal

Learn more:

[Salesforce Heroku Trust and Compliance Documentation](#)
[Heroku Security Documentation](#)

3. Reliability and Backup / Disaster Recovery

Applications deployed on the heroku services and Customer Data submitted to the heroku services, up to the last committed transaction, are automatically replicated on a near real-time basis at the database later and are backed up as part of the deployment process on secure, access controlled, and redundant storage.

Heroku services use disaster recovery facilities that are geographically diverse from the primary data centres, along with the required hardware, software and internet connectivity, in the event production facilities at the primary data centres were to be rendered unavailable.

Salesforce has disaster recovery plans in place and tests them at least once per year.

An overview paper on this is available from the Salesforce Compliance Portal:

<https://compliance.salesforce.com/en/documents/a006e00001623wDAAQ>

4. On-Boarding

4.1. Deployment

Heroku is a PaaS (Platform as a Service) offering, supporting several programming languages. Code is written and or deployed on Heroku to provide service and function for users and other systems. Being a PaaS cloud it's not designed for access directly by end

users without appropriate code being written and deployed. On-boarding is therefore specific to each use-case and the aforementioned best practices can guide the first time developer on how to sign up, and get started in the on-boarding process, and gain best use from the service.

Being a firm supporter of Open Source development languages, Heroku does not mandate the use of specific commercial software and no hardware installation is necessary.

<https://id.heroku.com/signup>

4.2. Configuration and Customisation

The service provides many configuration options, including integration with custom applications.

Details can be found here <https://devcenter.heroku.com/>

5. Off-Boarding

Off-boarding from the service will be specific to the nature of the code and service as deployed. The customer therefore always has access to the code, and the data held within the PaaS offering. Typically most customers use the supported databases in conjunction with Heroku, and as such data exports and backups can be taken as required. Code can be saved to GitHub such that off-boarding from Heroku is predictable. Being open source based Heroku can make your data available via an industry standard and easily readable format to make it as easy as possible for you to migrate to another service if you wish to do so.

5.1. Termination

Details of termination options and implications are contained in our terms and conditions.

5.2. Data Extraction and removal

Dependent on the service being consumed. Code should always exist outside of Heroku and should already be available - if not it can be extracted from applications on Heroku. Data stored in data services can be extracted using standard tools for the service being used. Extraction for add-on services will vary.

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.

Full details are contained in our terms and conditions.

8. Service Management

Support for Heroku

Your success is our success

Customer success is a top priority for Salesforce. Every Heroku customer gets free online support and access to extensive documentation.

Free Support

Support is available for all Heroku users through our Help platform, which lets you file tickets with our support team and get more information on common questions and issues.

Premium Support

Included for Heroku licences purchased through G-Cloud. For critical production apps and enterprises, Heroku Premium Support offers guaranteed response times, 24/7 support, and 1:1 help in running your application.

Learn more: www.heroku.com/critical

Note: Heroku support is provided separately from the support offerings available for other Salesforce platform components.

9. Customer Responsibilities

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

Heroku is a polyglot cloud application platform. With Heroku, you don't need to think about servers at all. You can write apps using [modern development practices](#) in the programming language of your choice, back it with add-on resources such as SQL and NoSQL databases, [Memcached](#), and [many others](#). You manage your app using the Heroku command-line tool and you deploy code using the [Git](#) revision control system, all running on the Heroku infrastructure. To get started you will need to install the [Heroku CLI](#) for your development operating system, which is available for Mac OSX, Windows, Debian/Ubuntu and standalone.

11. Planned Maintenance Windows

Status and incidents, including planned maintenance, are announced at <https://status.heroku.com/>. We don't have any regular standing upgrade windows; they're brief and infrequent. We don't require downtime for most upgrades.

12. Training

We provide webinar-based training and Trailhead modules for the Heroku. Details can be found here:

- • <https://devcenter.heroku.com/categories/learning>
- • https://developer.salesforce.com/trailhead/trail/heroku_enterprise

13. Data Centre Locations

Heroku is delivered from and therefore deployed through Amazon Web Services, it can be configured to run from Europe with availability in the UK, Ireland or Frankfurt depending on the Heroku Services selected further information [available here](#).

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:

- Any 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 Heroku cloud application platform is monitored 24/7 by comprehensive automated systems. In the event of any issue affecting the health and operation of Heroku's infrastructure, core systems, or tools, Heroku's dedicated operations team is notified and will respond immediately to diagnose and correct any issues.

14.3. Incident Updates

In the event of any service-impacting issue, notice is posted on the Heroku platform status site at <https://status.heroku.com> to promptly communicate the impact and status of any such issue.

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