

Centerprise Salesforce Backup Service

G Cloud 15, Jan 2026

Service Overview

Centerprise Salesforce Backup Service is a cloud software service delivered using Veeam Data Cloud for Salesforce, providing secure, automated protection for Salesforce data and metadata. The service enables organisations to protect business-critical Salesforce environments against data loss caused by human error, malicious activity, integration failures, corruption, or accidental changes.

The service is designed to support customer responsibilities under the Salesforce Shared Responsibility Model, ensuring that Salesforce data and metadata remain protected, compliant, and recoverable. By providing independent backup, granular recovery, and strong security controls, the service strengthens operational resilience while allowing customers to retain control of their Salesforce environments.

Service Functionality

The service provides automated, high-frequency backup and granular recovery for Salesforce data and metadata through a secure, SaaS-based platform.

Core functionality includes:

- Automated, high-frequency backups of Salesforce data and metadata
- Granular search, compare, and record-level restore capabilities
- Full object and metadata recovery without impacting unaffected data
- Encrypted backup storage to protect data at rest and in transit
- Immutable backup storage to prevent unauthorised deletion or modification
- Role-based access control with MFA and SSO
- Centralised management of multiple Salesforce organisations

Backups can be restored selectively or in bulk, enabling precise recovery with minimal disruption to live environments.

Supported Salesforce Environments

The service supports protecting Salesforce production and sandbox environments.

It captures Salesforce data and metadata, including objects, relationships, configurations, and dependencies required for accurate recovery. Backup scope, frequency, and retention are defined by customer configuration within the service.

Security and Data Protection

Security is embedded throughout the service design.

The service includes:

- Encryption of backup data in transit and at rest
- Immutable backup storage to protect against ransomware and insider threats
- Role-based access control (RBAC), multi-factor authentication (MFA), and single sign-on (SSO)
- Auditable backup and restore activity
- Data masking to protect sensitive information

Data masking enables safe sandbox seeding using production-fresh data without exposing confidential or regulated information.

Service Configuration and Management

The service is configured and operated by the customer through the Veeam Data Cloud for Salesforce platform.

Customers may manage the service independently or choose optional Centerprise support services, such as onboarding assistance, configuration guidance, and recovery support. The service does not require customer-managed infrastructure or agents within Salesforce.

Onboarding and Use

Onboarding is streamlined, enabling customers to quickly begin protecting their Salesforce environments.

Typical onboarding includes:

- Connection of Salesforce organisations to the service
- Configuration of backup schedules and retention policies
- Enablement of security and access controls
- Validation of backup and restore operations

The service is accessed through a secure, web-based interface.

Service Constraints and Dependencies

The service requires an active Salesforce environment and appropriate permissions to access data and metadata for backup and recovery.

Service performance and backup frequency depend on Salesforce API availability, data volumes, and customer-defined configuration.

Data Portability and Exit

Customers retain control of their Salesforce backup data.

On exit:

- Backup operations can be disabled by the customer
- Backup data remains accessible for the duration of configured retention
- Data deletion is governed by customer-defined retention policies

There is no vendor lock-in beyond standard Salesforce and SaaS platform dependencies.

Relationship to Other G-Cloud Services

This service operates as a standalone Salesforce backup software service under G-Cloud Lot 2. Where customers require fully managed backup operations or sovereign UK-hosted backup storage, these services are offered separately under G-Cloud Lot 3.

Summary

Centerprise Salesforce Backup Service delivers secure, automated, and granular protection for Salesforce data and metadata using Veeam Data Cloud for Salesforce. By combining high-frequency backups, strong security controls, and flexible recovery

options, the service enables organisations to meet compliance requirements, reduce operational risk, and recover quickly from data loss — all while retaining control of their Salesforce environments.