

Automated backups give Sage **peace of mind** at long last



Sage is a multinational enterprise software company offering a variety of products including Sage People, an HR system built entirely on the Salesforce platform.

Size 11,500+ people

Location Worldwide

Industry Software

Customer since 2020

Challenge

Before Sage implemented Gearset for the Sage People Salesforce instance, they would run a data export weekly with Salesforce's native Data Export functionality. But the files were ballooning in size. Chris and the IT Security Team were "getting nervous about where that data went, as we were pulling 28,000 records on current and past employees." Chris also knew that should the worst happen it would take a lot of manual work to be able to restore from one of these backups.

The announcement that Salesforce were no longer going to support data recovery came as a surprise and Sage needed a backup solution fast. "Security was the driving factor", Chris summarized, in seeking a backup solution to make sure data was protected and backed up in a way that would allow for full and fast restoration.

Solution

Adopting Gearset has given Sage the confidence that they can fully restore should they ever need to and they can rest easy with daily emails notifying the success of each run. Thankfully, they haven't suffered any data loss incidents but Chris explains, "If we had a complete failure, I'm confident our data is safe in our Gearset backups and we'd be able to restore." Chris thinks of the backups "like insurance - you need it, but hope you never use it".

In addition to the backup functionality, Chris loves Gearset's metadata deployments and monitoring features. The configuration team at Sage aren't having to do the work manually or use change sets any more, a huge bonus especially for their bigger projects. The monitoring alerts enable visibility and Chris has found that about "1 out of 10 times I look at it I pick up an unexpected change, so the monitoring is really useful for me."

Chris concluded, "The fact that Gearset combines deployments and backups is a definite bonus. Having all those tools together just makes life so much easier for us!"

Results



Good return on investment & "worth every cent"



Peace of mind with daily backups & email reports



Previously hidden system issues identified through backup reports



Saved 10 days of manual work over 3 month project

*"If we had a complete failure, **I'm confident our data is safe in our Gearset backups** and we'd be able to restore. We've got that peace of mind."*

Chris Deutschmann,

Sage People Configuration Consultant, Sage