How Accenture and Odaseva helped Dallas County Protect Salesforce Data

Challenge

Dallas County Health and Human Services (DCHHS) is a public health department that provides services to protect the health and well-being of more than 2.6 million people living in Dallas County, Texas. DCHHS is a technology-forward agency, as evidenced by their recent receipt of the HIMSS Davis Award, a prestigious national recognition in the health information technology sector that highlights their achievements in leveraging technology to enhance public health and data security.

When DCHHS implemented Salesforce, the agency took a proactive approach to data management: preventing data protection issues before they occurred. With the large volume of data flowing into their brand new Salesforce CRM, DCHHS knew a powerful backup and restore solution was required just in case a data loss or corruption event occurred. When COVID-19 hit, the need for a solution intensified because the pandemic response involved collecting a significant amount of new Personal Health Information (PHI) data.

Why Odaseva

DCHHS worked with Accenture to identify the right solution, and so Accenture began a technical evaluation of Salesforce backup and restore solution providers. The goal was to ensure that the chosen solution met DCHHS's specific needs and could provide the agency with complete end-to-end solution for backup and restore capabilities.

When the evaluation was complete, Accenture recommended Odaseva because of the company's proven track record of successfully protecting and securing Salesforce data for government agencies and large enterprises including Global Fortune 500 companies with highly-sensitive data.

> The recommendation came from our experience working with Odaseva. We have a lot of projects within the company that we've partnered with Odaseva on, and we liked their track record. After Accenture presented Odaseva's solutions to DCHHS, it was a group decision to go forward with the capabilities that Odaseva could offer.
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> **- Rachel Oldham**, Manager at Accenture

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Outcome

Odaseva's solutions were highly effective in addressing the data management challenges faced by Dallas County, and Accenture played an important role in identifying and implementing these solutions including:

Trust in the Salesforce Platform:

The reliability of Odaseva's backup and restore capabilities increased DCHHS's trust in the Salesforce platform because with Odaseva they could prove that Salesforce data could be recovered quickly in the event of a data loss or corruption scenario.

Reduced Manual Effort:

Odaseva automated the backup and restore processes, freeing up resources for more strategic tasks.

Enhanced Data Security and Disaster Recovery:

DCHHS already had a disaster recovery plan in place, and implementing Odaseva completed that plan in part by reducing potential downtime.

Insights Through Analytics:

The Governor Limits AI dashboard shows how data is increasing over time and when DCHHS might hit limits.

The implementation was so successful that DCHHS intends to expand Odaseva's solutions to other areas of data management and protection.

This includes Data Anonymization to automate masking PHI data in testing environments (which is currently a manual task that takes more than one week), and data archiving to comply with regulatory requirements for data deletion.