

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.

- **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:

✓ Ease of use

Odaseva built Service NSW's backup plan, which helped them transition from actively managing and supporting backup processes to simply monitoring daily reports. A user-friendly dashboard helps Service NSW inspect real-time backup performance.

✓ A local team

The Sydney-based Odaseva Team means Service NSW can work with local representatives in their time zone. Odaseva's Services teams tailor the platform's solution to align with the agency's specific requirements.

✓ A holistic solution for data retention

Rather than having point solutions for data retention in Salesforce, Service NSW was able to achieve a holistic, enterprise solution with Odaseva. This helps their engineering team navigate the complexity of the various data retention policies their data must comply with for compliance reasons.

✓ Confidence in proving their recovery plan

Service NSW regularly conducts data restoration exercises with Odaseva to ensure that they can recover Salesforce data if necessary.

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.