DataSync Snapshot

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ServiceNow regularly backs up your entire instance at a time they determine. They also recommend to "avoid restoring a production instance from backup." Their "all or nothing" approach of backing up and overwriting the entire instance gives no control to the customer.

Perspectium DataSync Snapshot gives you granular control over ServiceNow backups and restoration. Backing up applications and tables you select, Snapshot also lets you restore applications and data to different ServiceNow instances, simplifying migrations and upgrades.

Encrypted Cloud Database

Data Protection

App Migration

Version Comparison

Perspectium is the authority on ServiceNow data replication. Our DataSync technology was created by the founding developer of ServiceNow (our CEO, David Loo), and it securely backs up large volumes of ServiceNow objects and data – without impacting performance, and all from within a native ServiceNow app.

Securely backup and restore entire objects along with their data

Recover to other instances – migrate without update sets

Complete data recovery including metadata, attachments, etc.

Recover deleted records or fields to any point in time, no matter when it was lost

Managed through a native ServiceNow app – easy adoption and use

Maintain referential integrity for parent-child and recursive relationships

ServiceNow Backup Comparison

	ServiceNow Backup	DataSync Snapshot
What is backed up?	Entire instance	Any application, including forms, properties, scripts, business rules, referenced records & schemas
How often does the backup occur?	Daily & weekly	Determined by customer
What time does the backup occur?	Determined by ServiceNow	Determined by customer
How long are backups retained?	Daily - 6 days Weekly - 4 weeks	Determined by customer - multiple snapshots versioned over time so you can select the correct restoration point
How are backups restored?	Contact Support	From within Snapshot app
Where can backups be restored to?	Originating instance	Any instance (perfect for migration)
Potential for data loss during restore	Entire instance is overwritten by restore	Very low - due to granular backups
Instance availability	Instance is unavailable while the restoration process is running	No availability impact

Visit us at www.perspectium.com to find out more.