odaseva   **carahsoft.**

odaseva

Remy Cointreau Customer Story

Case Study

Thank you for downloading this Odaseva whitepaper. Carahsoft is the official government distributor for Odaseva Citizen Experience solutions available via OMNIA Partner, NCPA, ILTPP, and other contract vehicles.

To learn how to take the next step toward acquiring Odaseva solutions, please check out the following resources and information:

For additional resources:
carah.io/odasevaresources

To request a quote:
carah.io/requestaquote

For additional Odaseva solutions:
carah.io/odasevaproductfeatures

For additional Citizen Experience solutions:
carah.io/citizenexperience

To set up a meeting:
SalesforceISV@carahsoft.com
833-478-1740

To purchase, check out the contract vehicles available for procurement:
carah.io/odasevacontracts

Remy Cointreau Customer Story

Odaseva helps Rémy Cointreau protect business continuity and innovate faster

Rémy Cointreau is a French family-run Group whose origins date back to 1724 and distributes today multiple high-end liquor and spirit brands around the world, including the famous Rémy Martin and LOUIS XIII cognacs.

As the group transforms its distribution model towards a more direct-to-consumer approach, they've scaled up their use of Salesforce to better know their customers. Given the importance of this mission-critical data, they found that managing and protecting the data is just as important as collecting it.

Challenge

Salesforce data management for dynamic global enterprises isn't easy

Leadership at Rémy Cointreau discovered that protecting their Salesforce data in the event of an unforeseen mishap meant more than putting a basic backup and restore process in place. They needed an enterprise-grade solution that could meet the rigorous requirements of their global B2B and B2C operations.

And data protection was just one part of a complete Salesforce data management solution. The group also needed an efficient, dependable way to replicate data between Salesforce orgs. This would allow them to quickly launch new projects, giving them a competitive advantage.

With their requirements scoped out, they turned to the market for a solution.

Why Odaseva

A partnership chosen through trust, expertise, and capability

Rémy Cointreau sought a partner that could not only provide the necessary tools and services, but one with a team that could also understand their overall business strategy and specific needs while allowing them to continue to grow. Odaseva checked every box.

> " *We discovered Odaseva thanks to Salesforce. We ultimately chose Odaseva because we felt strongly that we could trust them, which was very important given the importance of protecting our data. The engagement from the Odaseva team, and their understanding of our needs and how they can support us, was the most important factor in a long term partnership.*

Pasqual Ortuño Nuñez
Group IT Digital Manager
at Rémy Cointreau

Remy Cointreau Customer Story

Solution

A successful platform approach with:

Data Protection

- ✓ Backup and Restore
- ✓ Restore Readiness Audits

Data Agility

- ✓ Sandbox Seeding
- ✓ Data App Builder

Odaseva backs up **42GB** of data across 1900 objects

Backups run weekly, daily, and **every four hours**

Backups run in just **8 minutes**

Odaseva protects a total of **21 million records** for the group, while using only 0.0018% of their available BULK API calls and 3.41% of REST API calls.

Outcome

Protecting business continuity with backup and restore, fueling innovation with data agility tools

Rather than implementing point solutions to address individual challenges, the Odaseva Enterprise Data Platform helps Rémy Cointreau protect business continuity and innovate faster.

If disaster strikes, their backup plan is running and there's a process in place to restore the data. "I sleep better at night because now we know the data is safe, and we are working with a company that we know we can trust," says Pasqual.

Odaseva's data agility tools gives the group a competitive advantage too, enabling the group to launch new projects quickly - not wasting months on data migration. "Working with Odaseva on data replication shaved months off the time it took to launch a new B2B project," says Pasqual. "And it's not just a topic of time, but a topic of trust that we are going to migrate the right data. I'm not sure without Odaseva that you can have trust in the data that you replicated."

Pasqual also says he appreciates Odaseva's forward-thinking mindset towards new data management challenges. "Odaseva builds on innovative topics for which we don't have an answer today, like Residency-as-a-Service. As new needs arrive, like data laws in China, it gets complicated because we are collecting more and more data. If we can't use this data, then it's useless. So we see that innovation as something that's very important to us.