



ARRow

ForecaaS ARRow

Security Specifications

Last update: March 19, 2024

ForecaaS Software Inc.

Purpose of this document

This is the Security Specifications document for ForecaaS ARRow, a 100% Salesforce native solution to provide accurate ARR and MRR reports and dashboards directly inside Salesforce.

Security concepts - ForecaaS ARRow, the 100% native solution

- All client data stays within their Salesforce instance (unless the client downloads, exports or emails it). It is not sent nor stored on external servers nor does data enter from external servers, which may be the case with a non-native application.
- ForecaaS ARRow, as a native Salesforce application, conforms with the same security settings and sharing rules that the client has already created within their own Salesforce instance. Furthermore, the client's salesforce administrator retains full control over any additional permission given to its users, in the same fashion as for any standard salesforce object, or custom objects created by the client.
- ForecaaS ARRow doesn't have any built-in integrations, but its objects can be made accessible via API, in the same way standard Salesforce objects can be made accessible : API interactions with any native app services require authentication with the client's Salesforce instance. This ensures the highest security and minimizes the need for specialty built integrations.
- ForecaaS ARRow has passed the AppExchange Security Review, which is a requirement prior to being able to publicly list the package on the AppExchange. For more information on this process, please contact us at arrow@forecaas.com or visit: https://developer.salesforce.com/page/Security_Review

Data Residency

- All data processed by ForecaaS ARRow continues to be exclusively stored on existing Salesforce servers, and as such follows the same data residency requirements as client's standard Salesforce data, which includes the strictest government data residency requirements.

Performance / Scalability

- All processing occurs directly on the Salesforce platform, and as such, performance is accelerated by the elimination of having multiple calls to send and receive data from external services.
- All native apps must adhere to Salesforce's execution and governor limits. These limits apply to code created on the Salesforce platform and help enforce rules that prevent runaway processes, use of unsupported methods, or executions that monopolize resources. These governor limits ensure that ARRow's code is efficient and follows best practices. [Execution Governors and Limits | Apex Developer Guide](#)
- Native apps do not count against the customer's Salesforce org's daily API limits. By contrast, non-native apps may require multiple API calls per invocation. These limits need to be considered especially when other apps are also sharing those limits.
- Native apps exhibit the same benefits of scalability as the Salesforce platform. So, adding thousands of users to your system, or generating thousands of ARR trends, is all handled by the existing Force.com infrastructure.

Reliability

- Since native apps reside 100% within Salesforce, they will always be up and running when Salesforce is running. Non-native and hybrid apps depend on outside servers and network connectivity which may or may not have the same enterprise-class infrastructure as Salesforce.
- As a native app, Forecaas ARRow contains all test classes and test code coverage as required by Salesforce. Comprehensive testing ensures that the app runs as designed and continues to run uninterrupted: [How Code Coverage Works | Salesforce Developers Blog](#)

Administration

- Since a native app is part of Salesforce, it is much easier to implement and maintain. Forecaas ARRow exclusively uses existing Salesforce administration setup menus for administration and configuration.
- User provisioning is handled through standard Salesforce setup screens. Native apps do not require a separate procedure, login or service to manage user accounts. Native apps do not require setup of account tokens.

- Access within the native app is also managed through standard Salesforce permissions and record sharing rules. For more information contact us at arrow@forecaas.com

Customization

- ForecaaS ARRow, like other native apps, can be customized to the customer's needs by adding new fields, workflow rules, validation rules, triggers etc. The customer's customizations are not affected by subsequent upgrades of Salesforce or ForecaaS ARRow.

Integration

- All Salesforce objects inherit APIs including REST APIs. This allows for an easy integration with external systems, while still respecting Salesforce native security requirements.
- Native apps are even easier to integrate with your existing Apex code. Calls to global services are available that make custom integration straightforward.

Future Compatibility

As Salesforce continues to innovate and release new features and functionality, it is critically important to Salesforce that customizations previously made by their customers not only continue to work, but can easily take advantage of these new capabilities.

ForecaaS ARRow, like other 100% native apps, are uniquely positioned alongside the customer's existing Salesforce customizations because they are made using the same technologies. Non-native apps are constantly retrofitting their product with each Salesforce release to prevent breakage when features are added or decommissioned.