Rezilient™

ServiceNow | Data Protection | AI Governance

Rezilient Restore

AI Moves Fast. Rezilient's Got Your Back.

ServiceNow is the system of action for the modern enterprise, but its **14-day** native backup window wasn't built for today's compliance landscape, AI-driven workflows, or surgical recovery needs. Rezilient Restore closes the gap with continuous, immutable, schema-aware data protection, so your teams can innovate without fear and undo with confidence.

Highlights

- Backup beyond the 14-day native window
- Surgical record-level restore
- Immutable, encrypted, off-platform storage
- Real-time change capture
- Schema-aware point-in-time backup
- Native ServiceNow experience

Compliance Ready

- **DORA** - Article 12 - Segregated, Tested Recovery
- **EU AI Act** - Articles 9 & 12 - Traceability & Logging
- **HIPAA** - §164.308(a)(7) - Contingency Planning
- **NIS2** - Article 21 - Backup & Crisis Management
- **NYDFS** - §500.16(e) - Segregated WORM Storage
- **SOX · FINRA · SEC** - Retention & Defensible Disclosure

75% of enterprises will prioritize SaaS backup as critical by 2028, up from 15% in 2024 — *Gartner*

Built for ServiceNow

Native UX inside the platform your team already uses — no separate console, no admin tax.

30-Day Trial

No commitment. Non-prod.

The Shared Responsibility Gap

ServiceNow protects the platform. You protect the data inside it. Yet most organizations rely on ServiceNow's 14-day native backup, engineered for infrastructure disaster recovery, not for compliance retention, surgical record-level restore, or AI governance evidence. The gap is yours to close.

87%

of IT professionals reported a SaaS data loss event in 2024 *(Spanning, 2024)*

$400B

Annual cost of unplanned downtime for Global 2000 companies in 2024 *(Splunk / Oxford Economics)*

2.3x

higher recovery costs for orgs without a tested disaster recovery plan *(DataStackHub, 2025)*

Capabilities

PROTECT
Continuous Protection

- Real-time change capture across every protected table
- Schema-aware — follows ServiceNow upgrades automatically
- Immutable, encrypted, off-platform WORM storage

GOVERN
AI Governance Layer

- Pre/post-state capture for every automated change
- Now Assist & agentic workflows — trace everything, undo anything.
- Chain-of-custody exports auditors will accept

RECOVER
Precision Restore

- Surgical recovery at record, field, or table level
- Recover anything: data, configurations, workflows, attachments
- Restore precisely, without disrupting the full instance

How It Works

From Connect to Compliance Evidence

01

Connect

Install in ServiceNow & link off-platform storage. Live in under one business day.

02

Capture

Every change recorded across selected tables & applications (ITSM, CMDB, HRSD, CSM, GRC, etc.)

03

Restore

Surgical recovery at record, field, or table level.

04

Prove

Chain-of-custody exports. Audit-ready evidence on demand.

Why the 14-Day Window Isn't Enough

Close the gap. Protect ServiceNow today.

Built for the compliance reality of DORA, NIS2, NYDFS, the EU AI Act, and the agentic AI era inside ServiceNow.

Why Now

14 days

ServiceNow native backup ceiling.

Engineered for disaster recovery, not surgical restore.

6–7 yrs

Regulatory retention floors. HIPAA, SOX, FINRA.

The platform window doesn't reach.

87%

Of IT pros saw SaaS data loss in 2024.

Malicious deletion, human error, and bad integrations among the top causes

(Spanning, 2024)

$9,000

Per minute enterprise downtime cost.

Recovery time is now a P&L line, not an IT metric.

(Splunk / Oxford Economics, 2024)

2026

DORA & NIS2 enforcement underway.

Backup is now a control, not a best practice.

Why Traditional Approaches Fall Short

Platform Native Backup

Built for infrastructure DR, and does it well. But a 14-day ceiling, no surgical restore, and a full-instance rollback disrupts all teams on the instance.

Data Warehouse / Replication

Excellent for BI and analytics. Mutable by design: no immutability, no chain of custody, no off-platform encryption. Recovery becomes a custom SQL project.

DIY Scripts & Table API

Initial extract is easy. Sustained maintenance through biannual upgrades, schema changes, and new compliance needs is 6–18 months of engineering.

Rezilient Restore

Continuous, immutable, schema-aware capture. Surgical restore at record/field/table level. Audit-ready chain of custody by default.

> **Backup is no longer insurance. It is the evidence layer that proves the business is in control of its own data.**



The 30-Day Rezilient Trial

A no-commitment program in your non-prod environment. Real evidence for a real buying decision — not a slide deck.

01 Connect

Non-prod or prod clone live in under one business day.

02 Capture

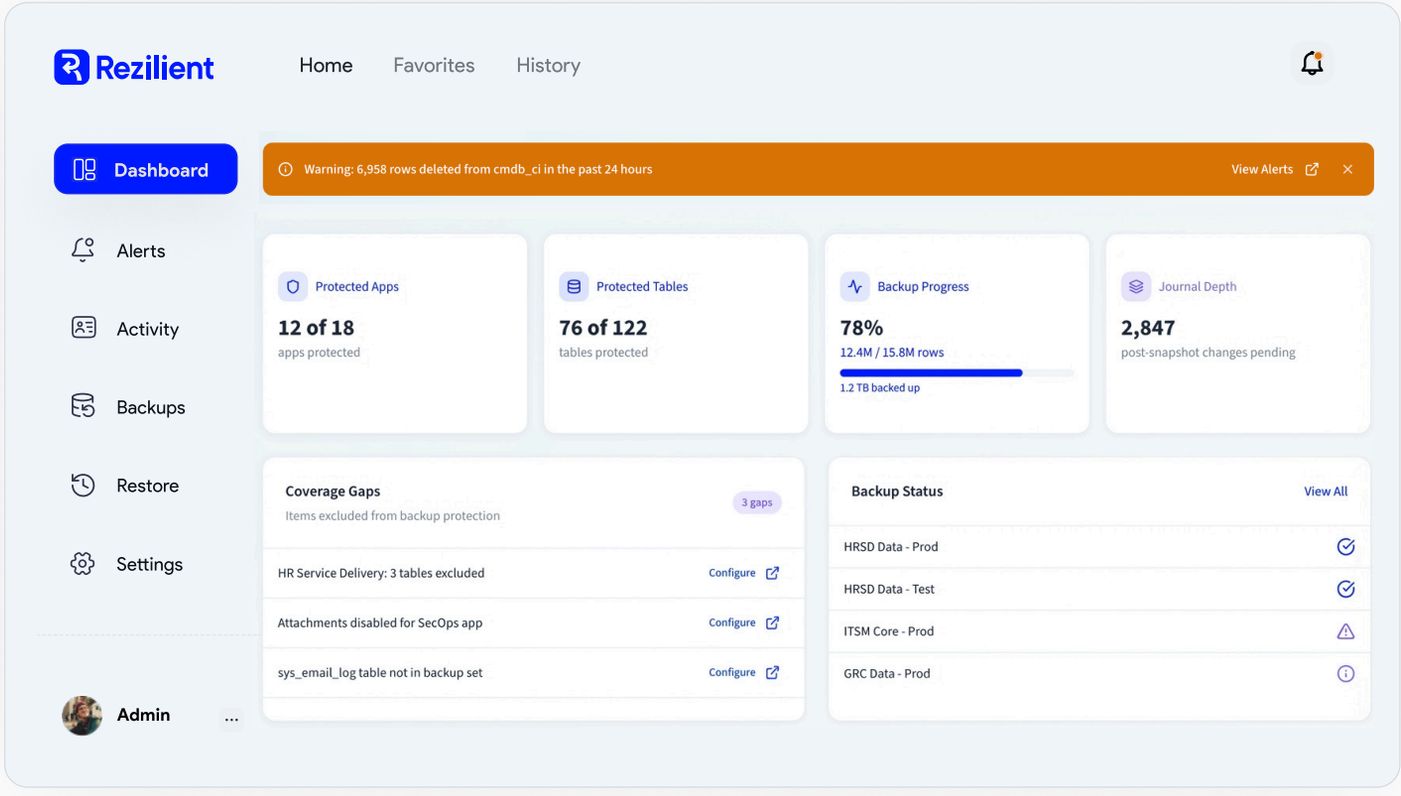
Continuous, schema-aware backup across selected tables & applications (ITSM, CMDB, HRSD, CSM, GRC, etc.)

03 Restore

Recover gracefully from data corruption, security incidents, or AI mistakes.

04 Prove

Compliance evidence pack with chain of custody.



About Rezilient

Rezilient provides purpose-built, compliance-grade backup & recovery for ServiceNow with immutable, encrypted, off-platform storage, surgical restore, & the audit trail regulators expect.

Rezilient™

Back Up Now. Restore Anytime. Always Rezilient.

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