

# Multi -Tenancy for Salesforce: One Cloud with Multiple Tenants

Anita<sup>1</sup>, Sushmitha N<sup>2</sup>

P.G. Student, Department of Information Science and Engineering, RV College of Engineering, Mysore Road, Bangalore, India<sup>1</sup>

Assistant Professor, Department of Information Science and Engineering, RV College of Engineering Mysore Road, Bangalore, India<sup>2</sup>

**ABSTRACT:** Force.com is a costless and on demand Software development platform available in use today if the user has an internet connection on a mobile device. On demand has transformed enterprise software along with lowering risk and cost. Users can store the data on demand and enjoy high quality and maintenance by using cloud storage. Force.com is a platform provided by the salesforce which could be used to generate reports for large inventory data. Salesforce provides a high system and application level security by using a permission set on user data. Multi Tenancy is an architectural approach that serves just one instance of software application to multiple tenants which yields tremendous economies of scale for providers. Only one set of hardware assets is indispensable to redeem the needs of all users. The paper presents force.com platform's multi tenancy nature and about the data model it follows and explains the patented technology that explains the scalable, fast, secure nature of force.com

**KEYWORDS:** Cloud, Multi-tenant application, Salesforce platform, Software as a Service, security

## I INTRODUCTION

Salesforce data is stored in cloud and can be accessed on demand by anyone who has access upon it, so it is called as multi tenancy of force.com. Force.com is an on-desire application development platform catered by salesforce that comes up with sharing, building and creating application on demand to provide services to multiple customers by using single instance of software. It is platform as a service, that allows developers to build and share applications on requirement without much software. It has a feature of point n click customisations which makes it powerful for building applications without much knowledge of code. An application should be designed and developed on demand in order to get successful from the group up, including underlying essentials like availability, spectacle, metadata, assimilation and security etc.

Multi tenancy serves as a configuration enclosed by single instance of software which servers' multiple customers where each customer data is isolated and remains invisible from the other customers. A minority of clouds use virtualization-based technique to virtually separate tenant's data and other cloud use custom software technique to get the job done. Organisations store their data in cloud where each association is having a dedicated space for storage which is referred as multi tenancy which is an architecture where it serves multiple tenants by using single instance of application where the one customer or user data is virtually separated from other user or customer. Multi-tenant systems place the data on the same server from multiple companies, generally separating them from each other via a simple division that prevents the data from migrating from a company to another. There are different benefits of multi tenancy including no upgrades headache for client, cost savings etc.

## II.RELATED WORK

In reference [1], a novel approach about the architecture of apex and force.com for building business applications named as "the architecture of apex platform, salesforce.com's platform for building on demand applications" where it is presented that real-time desire evaluation has emerged setup program, abating threats and cost so long as expanding user nomination and individual attainment

In reference [2], to be rewarding, a product got to be crafted in order to facilitate on-demand from the top, inclusive of pith formative origins of thee kind multi tenancy, performance, proximity, safe keeping, metadata led modulation, reassimilation by virtue of webbing, etc.

In reference [3], presents a multi-tenant application based on salesforce.com, by calling upon cloud for repository, market could perhaps deposit the inputs remotely, securely as well as withhold high quality internet desired strategies including assistance from a consolidated reservoir of customisable estimating assets, beyond obligation over local input

[4] depository as well as safeguarding. By fusing diverse charting suits over the platform, catalyse collaborative reports, thus input abstraction is more attainable.

Reference [4], the authors presented a paper on salesforce cloud storage which represents about resources available in force.com and the features that salesforce provides has transformed the firm program beyond lowering pitfalls and expenditure. to be rewarding, a product got to be crafted in order to facilitate on-demand from the top, inclusive of pith formative origins of thee kind multi tenancy, performance, proximity, safe keeping, metadata led modulation, reassimilation by virtue of webbing, etc.

### III MULTI-TENANT DATA MODEL

The multi-tenant model implements the virtual indexed structure adopting couple over metadata, tables, data the way presented through below table 3.1. The UDD maintenance a track of metadata related to objects, fields and records n relationships and other attributes while creating schemas of applications. while a few tables keep the definite and indefinite input for each one of virtually organised tables.

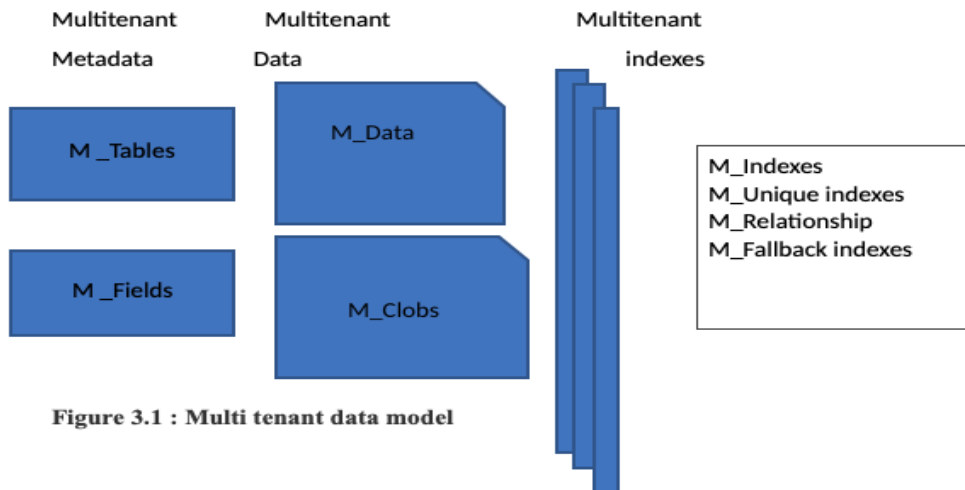


Figure 3.1 : Multi tenant data model

Figure 3.1: Multi-tenant data model

#### A. Multi-Tenant Data About A Data

The platform has two tables which are used towards manipulating metadata with respect to objects of end user’s schemas.

The Objects caches data about a data that firm describes beyond application, holds a standout locator onto object (ObjectID), the association id (OrganisationID) so as nurtures the piece, concerned object (ObjectName).

The M\_Fields caches the data of an data of the related columns in such a manner each organization depicts per object, encompassing a standout locator upon column(FieldID), firm (OrgID) holds the ambient table or object, name of a related column(FieldName), Each object comprising the column (ObjID), column’s type, a bipartite value denoting provided, value, a column insist on recording(IsIndexed), along with locale concerning to column corresponding near distant column i.e. FieldNumber.

#### B. Multi-Tenant Input Or Data

The M\_data table lodges application-ready data in order to map each company specialised tables and the fields belonging to it, as specified by metadata in objects and fields category. Each row consists of identifiable fields, of the kind global identifier (GUID), the company that encompasses the row,(OrgID) and the enclosing object identifier i.e. ObjId. The rows in metadata table also consists of filed called name that caches a “natural name “for respective records; by way of illustration, A record Account may make use of "Account Name” and Case may use Case number record etc.

The Value0 ... Value500 are called as flex columns, as well slots, which caches the application metadata in order to map the objects as well as fields depicted within column of M\_Objects as well M\_Fields, exclusively; Each of the slot deploy string datatype of variable length in order to keep every structured kind of data. M\_fields may use every single



digit about typically organised type like string, date, digits and quarter/time, also specialised, specially structured types like pick list which can be a enumerated value fields, formula i.e. read one value and auto number which is self-incremented and system-initiated series of number, master detail relation like foreign key, checkbox that may be Boolean, UR, email, etc. M\_fields are not null day are the required and they are also customary generated, validations rules for instance, a field should get executed on the basis of execution of another filed, two of that is enforces by Force.com.

**Table 3.1: MT Data for Storage**

GUID	OrgID	ObjID	...	Value 0	...
a01...1	org1	a01	..	Flat	..
a02...1	org1	a01	..	Flat	...
a02...2	org1	a02	..	up	...
a02...2	org1	a02	..	201101	...
a03...3	org1	a03	..	-10.3	...
a03...2	org1	a03	..	21.5	...

When an organisation asserts or alters each object, the platform accommodates one metadata’ record within M\_objects which interprets each object. Furthermore, per field, platform equips record in M\_Fields, with data about a data which map each sphere toward an elected slot of M\_Data for storing the respective field’s input in the view of the fact that Force.com governs the object, field as metadata as opposed to real DB structures, the system makes allowance for online multi-tenant schema preservation occurrences deprived of hindering the synchronous action of distinct users or tenants.

Force.com caches all the slots data by means of a canonical or approved format, and uses rudimentary database with type conversion features and functions for instance TO\_DATA, TO\_NUMBER etc as inherent when application data is read and written it to flex column M\_data supplementarily considers distinctive columns. As an illustration, there exist four columns upon manage of surveying data, in addition to which end user originated a record and the period at which it is knocked up, who has amended it to sum up. M\_data supplementarily in-holds a line involving IsDelated upon a record deletion

M\_data also has other columns which are not shown in figure. For instance, metadata table has four columns for manipulating the auditing data, involving that, end user originated a record and the period it is created and which user has lastly overwritten it and when it was lastly changed. Along with this M\_data also comprises a column called IsDeleted that illustrates when the row is erased

**C. Multi-Tenant Indexes**

In order to deliver scalable performance, the force.com platform inevitably indexes distinct types of fields. To place certain rows in table of database rapidly which carry fields equivalent to a specific condition, the conventional database method which depend upon native system of database. Since platform uses solitary slot towards locating the inputs in relation to various fields with distinct data types, it’s not viable to build original table indexes meant for flex lines related to fields M\_data. As a replacement, platform accommodates the M\_data’s index by collectively copying the data prominent for indexing a proper column in the M\_index’s pivot table.

Mt indexes incorporates strongly typed, indexed column of the kind NumValue, StringValue and DateValue that the podium employments to place inputs relating to associated field type. In other words, StringValue of the M\_index's can be copied to the String value of the M\_Data flex column by using force.com platform etc. The basal indexes are standard and are non-unique db. Indexes

**D. Multi-Tenant Relationships**

Force.com obtains a datatype called “relationship” which is used to declare relationship between tables which is referred as referential integrity. Once an org declares a type of field “relationship” the platform plots the value between the fields in M\_data in parallel prerequisites it to hold each Object Id on every relevant piece. Towards enhancing the compound activities, platform safeguards a pivot table of MT Relationship. It has pair of essential directory exclusive compound index’s which make the allowance of systematic object contradictions in one of the other directions.

#### IV. APPLICATIONS OF MULTI TENANCY

##### **A. Integrate Different Services For Company Needs**

The salesforce fulfils the distinct variety of needs and requirements of the association by integrating the services of multiple consumers and base alongside CRM application services compose the consumer satisfaction in order to increase the qos, this is achieved by adopting preceding exposure of the customers as well as analysis received in contrast to consumer value. The provisions of client and application of the product is totally based upon the requirement of an organisation.

##### **B. Incorporating Social consorting boards:**

In force.com the inputs from distinct networks be conveniently united and input reports perhaps produced easily and it can be understood in easy way to the instant to identify customer awareness. It can be evaluated in various ways of extraction and visualisation forms.

##### **C. Understand the prospect data and recognise their perception and attentiveness:**

Salesforce has another kind of approach to process the data by extraction method in which it digs out the user data and converts upon worthwhile insights. The consoles in force.com summarises the statistics intensely together with various sorts of presentations of the kind grids, bar graphs, pictorial, Graphs and pictorial formats.

##### **D. Recapturing the old or passive customers:**

There may exist some users who are lethargic of using the applications or services provided by the salesforce who are most of the time considered to be potential source of loss of the business in CRM. By giving them the discounts and different offers in the on-demand commitment or contrasting platform services might mould them to redeem customer base and can be the source to improve the potential business growth of sales.

##### **E. Escalation of sales beyond tracing Consumer Interaction:**

Consumer Interaction could be traced easily by combining the CRM along with the salesforce users. In order to improve the business of an organisation user interests are taken into account and are easily be recognised.

##### **F. Oversee the user data and enrich the customer service and experience:**

By using salesforce tool, it is easier to handle various types of data and adopt it as per the customer requirements. The program feature used in force.com appliance not at all comprise a single unit of coding or designing. IT craves for drag and drop function i.e. point n click or tool functions which are easier to perform and even needs less knowledge of learning code for the users.

##### **G. Superior region base:**

Salesforce possesses bunch loads of dominating professionals with accredited learning skills and have the passion to work in a bunch and support to solve the elaborated contention in anticipation of managing and regulating data.

#### V. SECURITY IN MULTI - TENANCY

Multi tenancy expects that the applications act reliably, regardless of architects making-supported advancements of salesforce, which specifically carry forming the custom objects, fluctuating menu driven interface and then comprehending enterprise edicts. To words assuring that feasible optimisations prevent the breaching of defence of spare users or influence the efficiency of the clients, the force.com makes use of runtime set up to obtains an application component sets following such optimisations. Through governing the perimeter of the architecture of application and concerning tenant, it safeguards the integration regarding all clients and their data and operation.

The force.com platform traces the metadata of the objects and the relevant fields, relationships, and object definitions when organizations build custom objects and fields. Salesforce caches the program and user data for each one of the implied tables in the massive table of database, that in particular clients are segmented and function as a storage for heap. The platform's device then evolves virtual data table during runtime by assuming the respective metadata.

Here are some ways on which Salesforce incites security to assure all the clients have permission to only its own information, and in the method regain the trust of hundreds of clients who having on forcex.com.

#### **A. Invoking Robust Architecture**

It depends on the platform architecture to the extent to which bugs create vulnerability and leave the door open for intruders who affect the system data. Compared to Standard systems, multi-tenant system operates at much greater security standards. Salesforce has its own standards for delivering the best and stable architecture and services. Salesforce implants security at all the stages into the platform for the development and also do post development cycle. The platform assimilates the overall internal policies relevant towards detection of security constraints, response method, and forensics etc. In order to prevent the data from different type of threats the force.com platform deployed various layers of protection. Salesforce prefers complete testing constituting intermediary external advisors and internal staff

#### **B. Compelling reliable Security Protocols and Privacy**

Security demands backup of robust architecture with stable and secure security strategies. Salesforce brings into action a strong durable network security measure and is fast i.e. up for the task, and has a good tactics to control the security, to assure a user that his data in multi tenanted area is safe and secure.

In order to reinforce host computer devices, the salesforce brings up business confirmed best practices with shielding different sheets of force.com platform. A compact in point is very well authorised practice of host device using Linux, Solaris and un deficient software compositions.

#### **C. Supervise on a proactive basis**

In order to supervise platform exertion, including program database action, the salesforce.com labours several strongly experienced and highly practical tools in real time. The comparable tools identify each type of ultimatum and malicious actions. Event management tools are so smart that they relate net data with user actions and indicate prospective internal and external constraints.

It conducts external and internal vulnerabilities tests on daily basis. Security experts carries on the periodic reviews of the architecture to find weak regions on an active basis.

#### **D. Invoking Physical Security**

Security is a committed action. The stable protection at the level of software and hardware can be maintained by an insider who has permission to access services provided by the infrastructure. Salesforce is sagacious to such contingency and it assures each and every functions and services have a strict privacy protection tactics. The organisation likewise needs to regularly manage and monitor the work operands to perform well inside all the facility Whole workers and constructor should go over an intensive background inquiry former granting the access of a facility. manifold metric check and hand operated guards administer a tough privacy policy, during physical level.

## **VI. CONCLUSION**

Force.com is a costless and on demand Software development platform available in use today if the user has an internet connection on a mobile device. The features that salesforce provides has transformed the firm program beyond lowering pitfalls and expenditure. Users can store the data on demand and enjoy high quality and maintenance by using cloud storage.

The paper presents force.com platform's multi tenancy nature and about the data model it follows and explains the built-in technology that gives the facts about the scalable, fast and steady nature of force.com.

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