



ELITE

BigCommerce Partner



Automated Backups for BigCommerce

[Rewind.io](https://rewind.io) | sales@rewind.io

Selling online is entirely dependent on the uptime of your store.





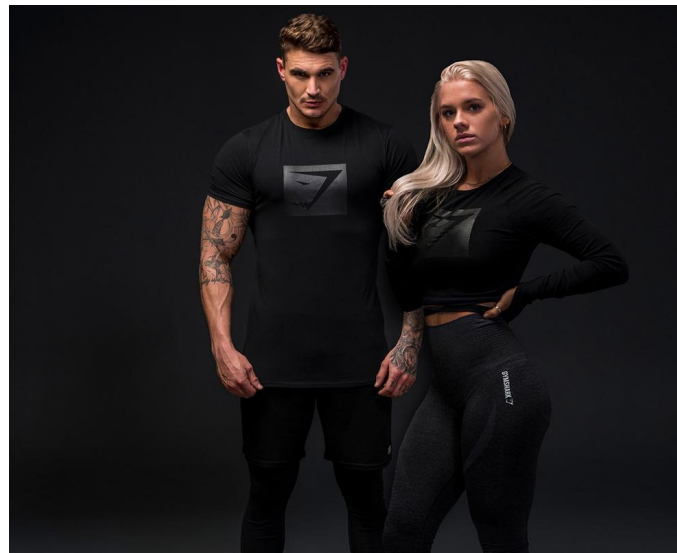
How GymShark lost \$143,000 to downtime

In 2015, the GymShark website went down for 8 hours straight. The downtime was caused by a 3rd party app - resulting in \$143,000 of estimated lost sales and thousands of disappointed customers.

Since then, not only has worldwide spending on BFCM exploded, but so has the popularity and customer base of GymShark. The damage of 8 hours of downtime in 2018 would be then times greater.

"Our online stores are the heartbeat of the business. Rewind gives us peace of mind that our stores are backed up on a daily basis." Seb Mills, GymShark Director of IT.

[Read the full story here](#)



What causes downtime?



Human Error

Multiple people editing your store without an “undo” button is a recipe for disaster. Even a small mistake while editing your theme code can break the functionality of your entire store.



Malicious Attacks

The risk of a random attack by a hacker is a legitimate concern for any online business. But malicious attacks are just as likely from a disgruntled employee or contractor.



Software Glitches

The most common offenders are integrations with 3rd party software (ex. inventory management apps) and CSV imports. They can make large, unwanted changes to your store.

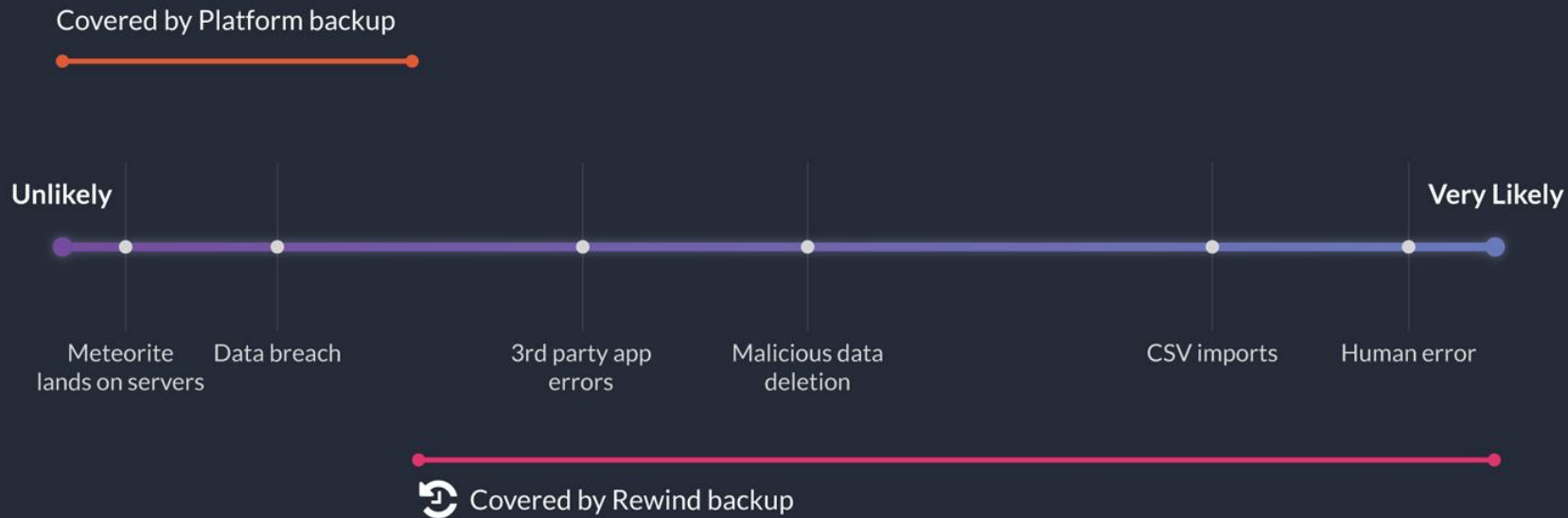


The bad news: Mistakes and data disasters are inevitable.

The good news: A good **backup and recovery** system will allow you to quickly recover your store and minimize any downtime.



Are you covered for all types of disasters?

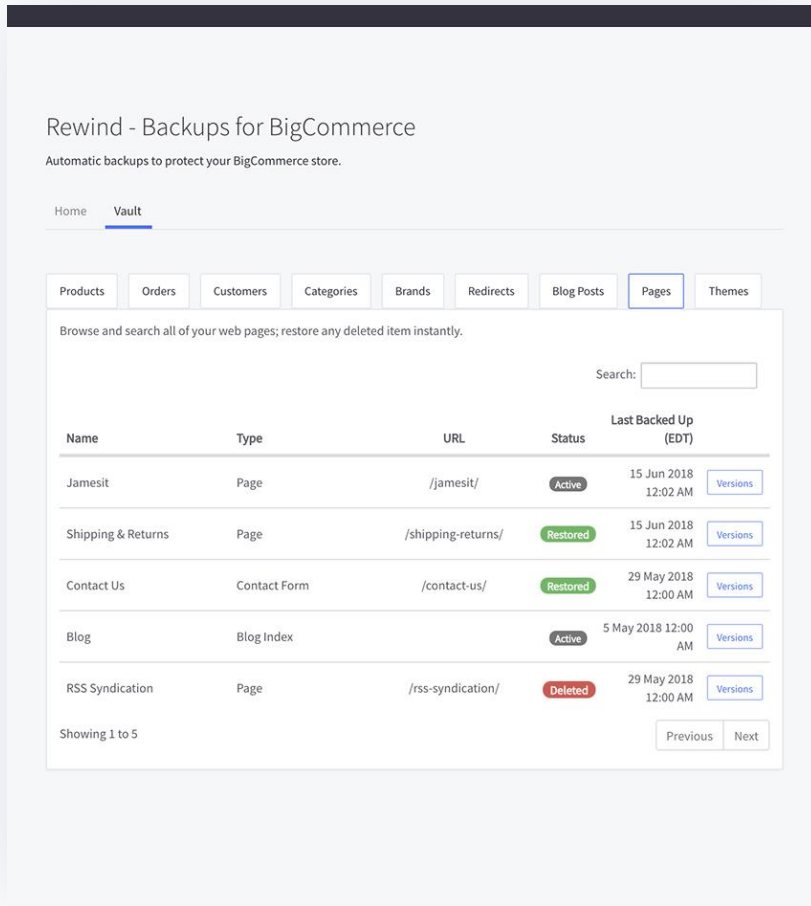




Quickly recover from small mistakes and big disasters

How it works

Your Rewind Vault™ is accessible through your BigCommerce Dashboard. This is where you can see the status of your backup and all previous versions of your items, such as Products, Pages, or Themes. Simply select a version that you want to rewind to and watch as it restores in just a few minutes.





A daily, automated backup

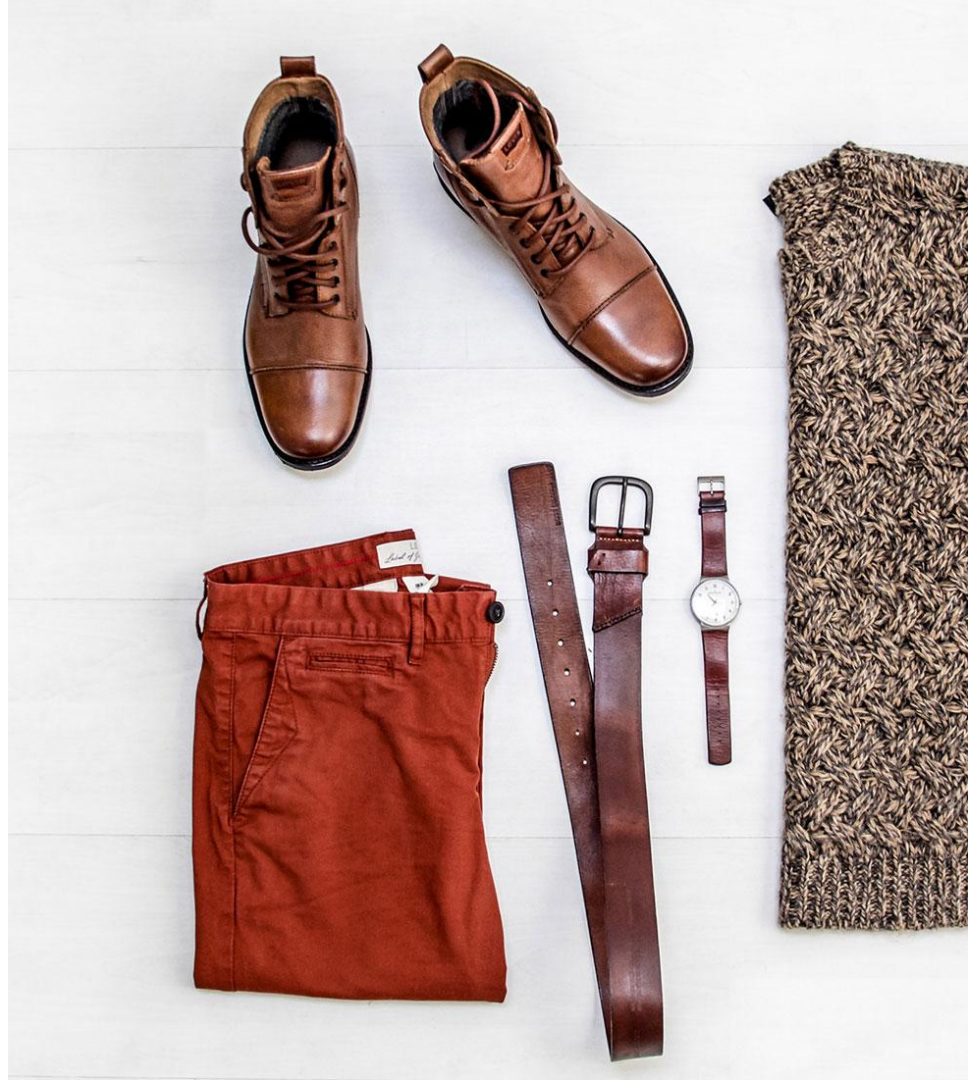
Just set Rewind and forget it – we backup all new changes made to your store every day. You never have to remember to run a backup.

World-class support

Our customers rave about our support. We're dedicated to helping you recover if there's a problem and build new features you request.

Install in seconds

Install Rewind from the BigCommerce app store, select a plan, and your first backup will start right away. That's all you have to do – we take care of the rest.





Completely secure

Connections to BigCommerce are always made securely, and your most important data is stored encrypted in your Rewind Vault™.

GDPR compliant

Stay compliant with legal requirements in your country. All data for European stores is processed and stored in Europe.

Flexible data restores

Rewind gives you complete flexibility over how you restore your data: rewind a single item, multiple items, or your entire store to a previous point in time.





You're in good company

Rewind is built from the ground up to handle the fastest growing brands.

PAUL MITCHELL



WATCHES.COM



P&G



BADGLEY
MISCHKA

Murad.





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“This is at the **top of the list for must-have apps** for BigCommerce stores. Having been an owner since 2010, I can tell you **backups of essential data and design elements** has never been easy.

Downloading CSV files, exporting theme templates, writing scripts to attempt to automate this...and updating those processes as BigCommerce evolves. Nightmare. Inefficient and not dependable. **Rewind is a simple and thoughtful solution.**”

Mellanox Technologies

Contact sales@rewind.io
to get started



FAQs

What does Rewind backup for BigCommerce stores?

Your Rewind backup includes: Products, Product Images, Categories, Customers, Inventory, Orders, BigCommerce Brands and Brand Images, Configurable Fields, 301 Redirects, Blog Posts, Pages, and Stencil Themes. For a more detailed list of properties we backup, visit [this help document](#).

How long does it take to complete the first backup?

It can take anywhere from a few minutes to a few hours to complete your first backup, depending on how many items you have in your store. You can see the progress of your backup in your Rewind dashboard. Subsequent backups are much faster since we only update the backup with information that has changed since the last backup.

When does Rewind run a backup?

Rewind automatically backs up **once a day at midnight (local time)**. In addition, you are also provided the option to perform a manual backup at any time required, as well as continuous, real-time back ups of certain data – ensuring that changes you make are almost instantly reflected in your Rewind Vault.

Do you backup any other applications?

Yes - we also backup [QuickBooks Online](#), which you can bundle into one pricing plan for a better rate. Our goal is to backup all the cloud-based apps that an ecommerce business relies on. We are currently working on additional app integrations and are always open to suggestions from clients.