



# SaaS resilience for Shopify:

## Protect, detect, recover, and keep shipping with Protection Suite

Your Shopify store is your revenue engine. Products, themes, customer records, and order history power every transaction. Under the Shared Responsibility Model, Shopify protects the platform infrastructure, not your account-level data.

With dozens of apps, automations, and AI tools modifying your store simultaneously, a misconfigured connector, bad bulk import, or misprompted AI assistant can corrupt critical storefront data in seconds.

Protection Suite is Rewind's complete SaaS resilience solution for Shopify: automated backups, proactive alerts, staging environments, and uptime monitoring in a single platform. Go beyond recovering from data loss. Detect and prevent it.

✓ SOC 2 Type II

✓ ISO/IEC 27001:2022

✓ Shopify Certified Technology Partner

✓ GDPR

✓ CPRA

✓ CISA

### Uptime is **not** the same as resilience

Shopify backs up the platform, not your account. Shopify provides no merchant-controlled backup, no point-in-time restore, and no way to recover a deleted product with its images, metafields, and variant data intact.

Rewind Protection Suite closes that gap with real-time backups you own on independent infrastructure, proactive monitoring, staged testing, and granular recovery. If an integration, automation, or AI assistant makes a mistake, Protection Suite is your safety net. You can roll back to a known good state, restore only the specific items that were changed, or catch the issue before it hits your live store.

## Backups

Automated Shopify data backups, restored in seconds.

- Real-time backups capture store changes as they happen, plus on-demand manual backups before risky operations
- 1-year retention with unlimited storage on independent infrastructure
- Comprehensive or granular restore: roll back your entire catalog or recover a single product, variant, or theme without affecting anything else
- Metafields and Shopify Translate & Adapt support for complete data coverage
- Multi-user support, so your team can manage backups and restores without sharing credentials
- Email support included; Premium Support add-on available

## Staging

Test changes before they touch your live store.

- Maintain up to 10 test stores with continuous sync to your production environment
- Copy parts or all of your store to a comprehensive staging environment, so QA teams test against current, accurate data
- Preview theme updates, app installations, bulk imports, and integration changes before they go live, reducing the risk of storefront disruptions
- Deploy from staging to your live store in a few clicks, once you're confident the changes are safe

## Monitor

Catch downtime before it becomes lost revenue.

- 24/7 monitoring of key user journeys with simulated clicks to ensure checkout and critical flows work as expected
- Detect full or partial outages on Shopify and third-party apps, with insights into what went wrong
- Email and Slack notifications so your team knows the moment an issue starts
- GA4 store metrics monitoring to catch drops in key performance indicators before they compound

## Alerts

Stop mistakes as they happen, before they hurt revenue.

- Bulk product change notifications via email and SMS, so you catch errors from apps, imports, or AI tools in real time
- Customizable alert thresholds to control sensitivity for high-volume stores
- In-app view of triggered alerts with downloadable change reports for investigation and accountability

## Platform-specific precision across Shopify

Products	Collections	Themes	Variants
Customers	Pages	Images	Orders
Blog posts	Metafields	Tags	Translations

For the full list of backed-up item types, visit [rewind.com/products/backups/shopify](https://rewind.com/products/backups/shopify).

Downtime costs an estimated **\$9,000 per minute** for Global 2000 companies.

*Splunk, "The Hidden Costs of Downtime"*

For eCommerce businesses, a corrupted product catalog or lost customer data translates directly to lost orders and revenue. With AI tools and automations accelerating how fast changes propagate, the window between mistake and impact is shrinking.

## Trusted by industry leaders

Over **25,000 organizations** worldwide trust Rewind to protect their critical SaaS data. More than 7 PB of business-critical information is automatically backed up and easily recoverable.

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SKINCARE  Our Place

**"Protection Suite is definitely next-level.** It represents a whole new generation of apps for Shopify merchants."

Paul Rosenwald, Director of Business Development, SeaMonster Studios

## Enterprise-grade security and compliance

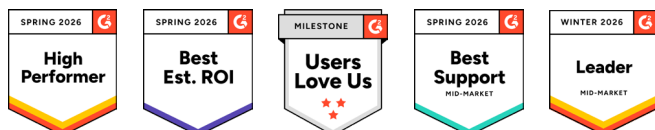
- AES-256 encryption in transit and at rest
- SOC 2 Type II, SOC 3, ISO/IEC 27001:2022, CSTAR Level 1 certifications; HIPAA (BAA available), DORA, and GDPR support
- Single Sign-On (SAML 2.0) compatible with Okta, OneLogin, Auth0, and Entra ID
- Data residency based on customer location: Canada, US, EU

## Governance and control on your terms

- Exportable audit logs with API access for compliance tracking; cyber insurance readiness documentation for underwriters
- Role-Based Access Control (RBAC) with granular roles: Owner, Admin, Integration Admin, Read-Only
- Version comparison: See exactly what changed, when it changed, and who changed it before you restore
- Cross-store restore: Recover data to a different Shopify store for staging or emergency fallback

EVENT	STARTED	COMPLETED	INITIATED BY	TOTAL ITEMS	ERRORS
Backup	Feb 5, 2026 11:11 AM EST	Feb 5, 2026 11:21 AM EST	System	15,760	0
Backup	Feb 4, 2026 11:11 AM EST	Feb 4, 2026 11:21 AM EST	System	15,550	0
Restore	Feb 3, 2026 3:45 PM EST	Feb 3, 2026 3:55 PM EST	IT Leader	15,550	0
Backup	Feb 3, 2026 11:11 AM EST	Feb 3, 2026 11:21 AM EST	System	15,550	0
Backup	Feb 2, 2026 11:11 AM EST	Feb 2, 2026 11:21 AM EST	System	13,392	0
Backup	Feb 1, 2026 11:11 AM EST	Feb 1, 2026 11:21 AM EST	System	13,392	0

## Proven leader in SaaS resilience



Shopify Certified  
Technology Partner

