

Sandbox Policy

All clients may request a sandbox for testing purposes.

ON-DEMAND SANDBOX

- For short-term use of up to 30 days
- Available upon request from authorized personnel of the client
- This is a free service for all clients
- Exact replica of entire production environment made available at our DR (currently Seattle) facility
- No backups are performed
- No Database refresh performed
- After 30 days data are lost and refreshed with new production copy
- Beyond Nines can install new versions of products for testing and evaluation
- Sandbox request from client requires three days (72 hours) advance notice of desired delivery day and time
- Client may request no more than two (2) on demand sandboxes in one calendar year (January 1 – December 31)

PERSISTENT SANDBOX

- For long-term use of more than 30 days
- Additional charge based upon server resources needed and provided upon signed work order from client
- New servers which are an extension of production environment and made available at our production (currently Dallas) facility
- Backups are performed on same schedule as production
- Beyond Nines can install new versions of products for testing and evaluation
- Delivery of final persistent sandbox will be within 10-15 business after signed contract