

Premium Sandbox

For high volume testing needs, NetSuite provides an enhanced Sandbox offering called Premium Sandbox which provides customers with a replica of their account's configuration, customization and data.

- This Sandbox environment is useful for customers with high-performance needs, or large volumes of data.
- It more closely simulates your production performance profile and can be used to conduct performance test runs.
- The Sandbox environment is ideal for testing customization of business process flows and their accompanying data flows in an isolated test environment.
- It is the perfect environment to test long running customizations before bundling and moving to a production account via SuiteBundler.
- The Sandbox facilitates testing of third-party and industry add-on functionality in pilot mode, prior to general rollout in the company.
- The Sandbox provides a fully functional environment for training individuals and teams on existing and new business practices.
- All data and business processes are similar to those used in the production account.
- On-demand refreshment of the Sandbox resets and cleanses the account to mirror the latest production environment setup and data.

Key Features

- Virtually an exact replica of an organization's production environment, including data and customizations.
- Each Premium Sandbox gives you your own dedicated sandbox instance as well as greater flexibility in timing your sandbox upgrades.
- Sandbox accounts will be maintained at the same release level as their related production account. Once a production account is moved to a new release level, the associated Sandbox will be moved to the new release level. Customers will have the ability to pick a refresh date earlier than production.
- Ready for use immediately upon replication.
- Infrastructure is housed and monitored within NetSuite's enterprise class data center facilities.
- 24/7 support with the ability to register cases created online in the Sandbox environment with NetSuite Customer Support, similar to the way cases are filed for the production environment.
- An environment to test and train on all aspects of your production configuration, including new customizations and development, integrations, etc.
- Isolated environment—changes shielded from live production account.
- Secure access—two options are available for access to a Sandbox account after a refresh: administrators only, or all production account users except Customer Center roles.
- Choose between three-month or one-year plans.
- Sandbox refreshes are performed on an on-demand basis as requested by the customer.
- Refreshes are generally performed within five business days of customer request.
- The NetSuite Sandbox is available to all customers, with a variety of contract periods. It is available for NetSuite, NetSuite OneWorld, and NetSuite CRM+, and for NetSuite industry editions.
- Emails are sent out to test users including NetSuite user or to any other Sandbox users.

Feature Details

The following table describes the functionality available. Only modules that have been purchased and enabled in the production environment will be available in Sandbox.

Feature	Availability
Integrations	
Web Services	Yes
ODBC	Yes
smbXML	Yes
CSV	Yes
Customizations	
Client SuiteScript	Yes
Server SuiteScript	Yes
Customs Records	Yes
Partner Integrations	
Payroll*	
Perquest*	
Direct Deposit*	
eBay Integration*	Text-mode only
PayPal Integration*	Text-mode only
Electronic Funds Transfer*	
ACH Vendor Payments*	
UPS/FedEx Integration for Shipping Labels*	Text-mode only
UPS/FedEx Integration for Rate Querying	Yes
Online Bill Pay***	No
Credit Card Processing*	Text-mode only
Telephony Integration (basic)	Yes
Outlook Integration	No
CTI Integration (Contactual, Five9)	Yes
Intellisync	Yes
Misc. Product Areas	
Web Store	Yes
Web Site	Yes
Email Campaigns*	No
Bulk Merge*	No
Outgoing Emails & Notifications****	Yes
Memorized Transactions*	Yes
Offline Client	No**
Email Case Capture	Yes
Fax	No

* These will be available but no action will be taken, i.e. emails will not be sent, campaign will not be executed, payments will not be processed.

** Offline Client config file can be edited to make it point to a different environment.

*** Online Bill Pay will be disabled as an option in Sandbox (even the feature enabling will not be possible) as Metavante does not support a test mode, and any attempt to disable the feature will result in it being de-linked from production environment as well.

**** Only to NetSuite email addresses.