Sales Demo Environment and Sandbox Guide

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1. Objective

To maintain a high-performance, secure, and consistent demonstration environment (Sandbox) that accurately reflects NexaCore's production capabilities without compromising data security.

2. The Standard Demo Environment (SDE)

- **Access:** All AEs and SDRs are granted automatic access.
- **Use Case:** The SDE is pre-configured with the **"Simulated Bank Fraud Detection"** and **"Logistics Route Optimization"** workflows.
- **Data:** Contains anonymized, synthetic, non-identifiable data only. **Never upload live client data to the SDE.**
- **Refreshes:** The SDE is automatically reset to its base state every **Saturday at 02:00 GST** to ensure performance and data consistency. *Do not save custom client-specific data here.*

3. Custom Proof of Value (POV) Sandbox

- **Purpose:** Used only for high-priority Enterprise deals (Stage 4+) requiring a client-specific pilot and model training.
- **Request:** Requires submission and approval of the **Technical Sales Support Request Form**.
- **Security:** Every POV Sandbox is isolated, containerized, and subject to an automatic **90-day expiry** unless extended by the VP of Sales.
- **Data Handling:** Client data uploaded to a POV Sandbox must be handled per the **Legal Data Privacy Policy** and requires a signed Data Processing Addendum (DPA).

4. Policy for Demo Failures

If a demo fails due to a technical error:

1. Immediately switch to a pre-approved back-up presentation (screenshot/video demo).
2. Log a P1 ticket with Engineering immediately after the call.
3. Do not attempt to debug the issue live on the call.