Maintaining critical systems as technology evolves is necessary to prevent disruption that could bring down entire systems and teams. Strategically doing so requires adherence to the best practice of Application Lifecycle Management (ALM) to mitigate the risk of:

- Broken workflows causing poor customer experiences and risk
- Unstable environments for deployment of new capabilities
- Inability for proper employee training
- Lack of testing and system refinement

A carbon copy, pliable environment that allows teams to manage change, innovate without consequences, and practice with precisions. These Sandbox environments are managed through the adoption of ALM and ultimately:

- Reduce operational risk of system failure
- Raise productivity and increase efficiency across System Administrators, Developers, and End Users
- Increase user satisfaction due to more testing and less errors
- Expedite innovation

Of consumers will leave a brand they love after a single bad experience.

PwC Future of Customer Experience
RESULTS

Sprinklr’s Sandbox adheres to proper Application Lifecycle Management process reducing risk of platform disruption while creating efficient platform management and seamless end user experiences. Sprinklr’s Sandbox addresses several business use cases and is available in various bundles to meet your needs.

VALUE DRIVING USE CASES

The Sprinklr Sandbox solves several business needs as seen in the diagram to the right. The use cases shown here are recommendations and a small preview of the potential solutions available.

These use cases follow a guiding software development principle called Application Lifecycle Management (ALM). ALM is a strategic approach to managing a development cycle and is a recommended best practice.

<table>
<thead>
<tr>
<th>Use Cases</th>
<th>Standard Sandbox</th>
<th>Premium Sandbox</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configure new products or features including integrations</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Develop and test a new product, feature, or capability</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>User Acceptance Testing (UAT)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Adhere to IT required processes</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Onboard or train new users, new hires, or new processes</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Complete regression testing of new product or features</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Pre-Release Testing* (see roadmap)</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

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www.sprinklr.com   info@sprinklr.com

APPLICATION LIFECYCLE MANAGEMENT (ALM)

Manage Change with Application Lifecycle Management (ALM): a software management process and best practice for managing change across a technology platform.

Sandbox are Engines that Keep ALM Running:
A separate, standalone environment that can be used for development, testing, and training, without compromising the data and applications in a production environment.