



SANDBOX TECHNOLOGIES

Your Partner In Technology

Los Angeles

PH (424) 207-5130 FX (424) 207-5131
Technical Support (424) 207-5140
4111 West Alameda Ave., Suite 605
Burbank, CA 91505

Nashville

PH (877) 930-7263 FX (615) 673-7233
Technical Support (877) 930-8324
533 Church Street, #252
Nashville, TN 37219



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Welcome, and thank you for your interest in Sandbox Technologies!

Since 1997, the dedicated staff of Sandbox Technologies has been providing top-notch support to business computer users throughout the U.S. As we now enter our eleventh year in business, our team of PC and Macintosh specialists are better equipped than ever with the knowledge and experience to provide you with immediate solutions to your company's I.T. needs.

Quality is important to you, and we understand why. Downtime means forfeited revenue and lost productivity. That's why we offer same-day service and a variety of preventative maintenance plans designed to help identify and correct problems before they manifest.

Our solutions are tried and tested long before they make their way into your office, and we only provide name brand, business-grade hardware from top manufacturers like Hewlett Packard/Compaq, Apple and IBM. Our goal is to keep your office computer systems running with little or no professional intervention required.

The landscape of technology is ever changing. To stay competitive, you need a technology partner that remains abreast of new technologies. At Sandbox Technologies, we're constantly evaluating new products. Our state of the art training facility in Los Angeles is used to provide training not only for our customers, but our own staff as well.

We understand that being a good provider goes well beyond technology; it requires an understanding of the big picture. With customers in the accounting, legal, entertainment, business management, design, manufacturing, distribution, political, educational, healthcare and retail fields, we're able to draw upon years of focused, industry-specific experience to guide your organization in the right direction. In the end, we hope you'll come to see us as a business partner, and not just consultants.

We look forward to the opportunity to serve your firm, and we eagerly invite you to join the ranks of our many satisfied customers.

Sincerely,

Oliver Fox
Vice President of Operations
Sandbox Technologies, Inc.

about sandbox technologies

SANDBOX TECHNOLOGIES is unlike any other technology provider. We're not just a hardware or software company, nor do we provide just service. Sandbox Technologies is a *full service I.T. partner*.

For over ten years, Sandbox Technologies has been providing businesses with smart, cost-effective solutions to today's demanding technology needs. We invite you to see what sets us apart from so many other providers:

- * Each of our customers receives personal attention from a professional network engineer.
- * Every customer account is assigned a primary and a backup engineer, who are in turn supported by an entire team of network specialists.
- * Our networking solutions are tried and tested long before they make their way into our customers' offices.
- * We have our own team of dedicated telephone support representatives who are able to resolve many issues right over the phone.
- * All of our staff members have access to remote streaming software that enables us to provide support to virtually any PC or Macintosh-based user with a working Internet connection.
- * A support engineer is always on call, 24 hours a day, seven days a week via pager or mobile phone.
- * We take your I.T. seriously. When challenges arise, we're there to meet them.
- * We enjoy working with other vendors, and we're happy to oversee your technical problems through to completion – even when they fall outside our own scope.
- * We require all of our engineers to remain abreast of technology, with continuing education a requirement for our engineering staff members.

These are just a few of the reasons why so many companies have chosen Sandbox Technologies to be their I.T. Partner. We invite you to see for yourself. We're confident you'll appreciate the difference.

our services

integrated system support and services

We provide a full range of computer installation, support and management services for business environments. Our areas of expertise include peer-to-peer networking, client-server networking, operating system support, email systems implementation, equipment and peripheral upgrades, application configuration, training, and much more. With vast knowledge in a wide array of industries, we have the experience and know-how to deploy projects on time and on budget.

lan/wan - consulting, integration, and support services

Our engineers are well-versed in the design, implementation and maintenance of Local and Wide Area Networks. We can handle your Microsoft and Apple-based server deployments, data migrations, workstation, firewall and network infrastructure needs.

internet consulting and solutions

Fast, reliable Internet connectivity is critical in today's business environment. Our staff members are experienced with cable, DSL, T-1, MPLS, frame relay and other Internet/WAN technologies. We can help you to choose and implement the strategy that's right for your business.

complete accounting solutions

Relationships with Datafaction and various other accounting software providers enable us to help you to stay on top of your financial systems. Whether it's a paperless office, electronic payments or electronic credit card reconciliation, our engineers possess the know-how needed to keep your business on the cutting edge.

our services

IP telephony (voice over IP)

As 3Com Voice Over IP (VoIP) specialists, we can provide you with complete telephony solutions that take advantage of the latest in business communications technology. Remote telephone extensions and advanced call routing features are just a few of the benefits an IP-based telephone system can bring to your business.

wireless connectivity

With wireless access becoming more and more prevalent in today's mobile work environment, our staff members are well versed in supporting various Wi-Fi configurations as well as Blackberry, Windows Mobile and wireless broadband devices.

training programs

A state-of-the-art training facility equipped with top of the line PC's enables us to offer your staff hands-on experience.

short and long-term business technology consulting

At Sandbox Technologies, we take your business seriously. To maximize your network's effectiveness requires more than just a cookie-cutter approach. That's why our staff is trained not only to maintain your systems, but to review your particular business needs and assist you in budgeting, planning, and implementing your technology plans.

full service hardware/software

As a full service Ingram Micro and Tech Data reseller, we're able to provide our customers with one-stop shopping for hardware and software. Our relationships with manufacturers like Hewlett Packard, Compaq, Apple, IBM, and SonicWALL enable us to efficiently implement and support their equipment

next steps...

Getting started is simple - just give us a call!

We'll arrange for a Sandbox Technologies engineer to begin working on your network right away. Some of the first steps usually include:

- * **CREATION OF NETWORK DOCUMENTATION** - A member of our staff will assess your existing network equipment and document it in our internal support system. Such documentation may include diagramming your network (if appropriate), generating an inventory of your hardware & software, and documenting any relevant contact information for your ISP and related IT vendors.
- * **NETWORK EVALUATION AND PLANNING** - We'll ask you questions about your business needs, give you an honest evaluation of your existing equipment and recommend best practices for your organization. Your Sandbox Technologies engineer will always be happy to answer any questions you may have.
- * **ADOPTION OF A MAINTENANCE SCHEDULE** - Our scheduling department will work with you and your Sandbox Technologies engineer to adopt a service schedule that best suits your needs.

Thank you once again for your interest in Sandbox Technologies. We're eager to earn your business, and looking forward to hearing from you.

contact us at:

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www.sandboxtech.com

rates

Standard Rate

\$140 per hour*

Our standard rate applies to non-discounted, non-emergency service visits and telephone support during our normal business hours of M-F 8:00 A.M.—6:00 P.M.

After Hours Rate

\$196 per hour*

The After Hours rate applies to all service calls and telephone support calls that take place outside our normal business hours of M-F 8:00 A.M.—6:00 P.M.

Travel time, billing increments and minimums

TYPE OF VISIT	TRAVEL CHARGE	BILLING INCREMENTS/minimums
Standard Visit – 1 Week. Advance Notice And Within 25 Mile Radius	No Charge	1/2 Hour Increments 1 Hr. Minimum Per Visit
Non-standard Visits Less Than 1 Week Advance Notice and/or More Than 25 Miles From Sandbox Technologies	One Way Drive Time (Min 1/2 Hour)	1/2 Hour Increments 1 Hr Minimum Per Visit
After Hours / Emergency Visit	One Way Drive Time (Min 1/2 Hour)	1 Hour Increments 1 Hr. Minimum
Telephone Support	N/A	15 Minute Increments No Minimum

Service contract rate reductions

For detailed information about how a regular service contract can reduce costs for your organization, contact us at (323) 290-2979.

*Excludes Sandbox Technologies Principals — Principal rates are \$168 Standard, \$224 After Hours

references

Taylor & Lieberman Accountancy

Contact: Joe Sweeney
10866 Wilshire Boulevard, Suite 1100
Los Angeles, CA 90024
Tel: (310) 475-9520

Chapman, Bird, Grey & Tessler

Contact: Nancy Chapman
1990 Bundy Drive
Los Angeles, CA 90025
Tel: (310) 571-4000

Duban Accountancy

Contact: Nancy Bronson
4250 Wilshire Boulevard
Los Angeles, Ca 90010
Tel: (213) 937-2010

Craig Murray Productions

Contact: Stuart Boone
2717 Oliver Avenue
Burbank, Ca 91505
Tel: (818) 729-3251

Lavelly & Singer

Contact: Evan Spiegel
2049 Century Park East
Suite 2400
Los Angeles, Ca 90067
Tel: (310) 556-3501

Anonymous Content

Contact: Diane Janicki
8522 National Blvd. Suite 101
Culver City, Ca 90232
Tel: (323) 558-3667

Goren, Marcus, Masino & Marsh

Contact: Gary Masino
11400 W. Olympic Blvd
Los Angeles, Ca 90064
Tel: (310) 477-8355

Tanner, Mainstain, Blatt & Glynn

Contact: Mike Glynn
10866 Wilshire Boulevard
Los Angeles, Ca 90024
Tel: (310) 446-2700

Barkin, Perren, Schwager & Dolan

Contact: David Perren
5855 Topanga Canyon,
Suite 410
Woodland Hills, Ca 91367
Tel: (818) 719-9020

Mad TV

Contact: Brian Owen
1040 N. Las Palmas
Bldg. 2, First Floor
Los Angeles, Ca 90038
Tel: (323) 860-8999



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