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Xalt App Catalog Support Statement:

Intent:

This document outlines the support expectation for Application templates acquired from the Xalt | Mobility App Catalog.

Background:

The App Catalog is a repository of prebuilt Application templates provided at no cost and that are considered “as-is”. Each Application has distinct data structure requirements, SQL scripting requirements and predetermined table structures. The goal of the App Catalog is to provide Xalt | Mobility users with a kit to deploy applications quickly and provide inspiration to aid our customers in developing applications specific to their own business use cases.

Application Framework Content:

Each Application Framework will come with the required SQL Scripts (to create the required tables and stored procedures for the Application template) and Xalt Application Import Package (including Data Objects, Actions, Forms, Images), Data Setup Guide, Application Setup Guide, and Application User Guide.

What is supported:

Application design is an extremely customer-specific activity and, in most cases, Professional Services hours will be required. However; the application templates were constructed to be deployable “as-is”. The Application template is designed to work “out-of-the-box” when the preconfigured data structures are used. The Application template is designed to be deployed in an Microsoft SQL Server environment only. Support will assist with addressing issues with importing the App template import package and ensuring that SQL scripts are deployed correctly.

What is not supported:

When the Application is deployed into an environment where data structure integration is required, blocks of service hours can be purchased. An Application Design Consultant will provide billable services to integrate existing data into the Application template; other service activities can also include customizing preconfigured actions and adding new actions to the Application template. Additionally, if an Application template needs to be converted to a PostgreSQL, DB2, or another database ecosystem, service hours can be purchased for assistance to complete that work.

Closing:

The App Catalog is an exciting evolution of Xalt | Mobility’s offerings; the hope is that these templates provide an inspiring template that accelerates the development process for our customers as well as provides inspiration to develop apps for use-cases not initially evident. We look forward to partnering with you as you jump-start your Xalt development process.