



# HEXAGON

555 North Point Center E  
Alpharetta  
Georgia, 30022  
United States  
T: 1.800.939.6812  
hexagonxalt.com

## Xalt App Catalog Support Statement:

### **Intent:**

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

### **Background:**

The App Catalog is a repository of prebuilt application frameworks at no cost and 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 Scripting (SQL scripts will created the required tables and stored procedures for the Application Framework) and Xalt Application Import Package (including Data Objects, Actions, Forms, Images), Data Setup Guide (certain apps only will have a dedicated data setup guide, others will data setup in the user 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 frameworks were constructed to be deployed “as is”. The Application Framework is designed to work “out of box” when the preconfigured data structure is used. The Application Framework is designed to be deployed in an MS SQL environment only. Support will assist with addressing issues with importing the App Framework 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 “paid for” services to integrate existing data into the Application Framework, other service activities can also include customizing preconfigured actions and adding new actions to the Application Framework. Additionally, if an Application Framework needs to be converted to a PostgreSQL, DB2, or another database ecosphere, hours can be purchased for assistance to complete that work.

### **Closing:**

The App Catalog is an exciting evolution of Xalt Mobilities offerings, the hope is that these Frameworks 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.