

(expleo)



X Platform

Frequently Asked Questions

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Who pays for tools provisioned via X Platform and how does this work?

There are two types of offerings on X Platform. Proprietary, which is provided as a value-add to client engagements without fees. The Second is Commercial, via preferred Expleo partnerships which are provided on a fees basis, at a discounted rate.

We use the CP code process to auto allocate costs from X Platform to a specific region and/or project.

Will existing tools, accelerators and assets be brought into X Platform? How will new features and maintenance be managed?

X Platform will act as the single target platform for all valuable assets, tools, accelerators and IP. This includes pre-existing tools.

The ASG team will support all protection and ongoing development of these tools and assets. ASG has defined a process for onboarding existing tools and assets.

Is the Platform Cloud based and accessible from client premises?

Yes, X Platform is cloud-hosted and will be accessible via an internet connection. Users will, however, need to authenticate via the Expleo network to gain access to X Platform and all its features.

How do I get my Apps onto X Platform for others to use?

There is a formal process for ideation and getting apps onto the X Platform Roadmap.

How do I ensure I understand and get the best from the X Platform?

X Platform comes with Solutions support, signposting and wizards to help you get the most from the platform.

XBot, our chatbot feature, will also guide you along the way.

How do I get support if I have issues using the X Platform?

Support is accessible via the standard Expleo Helpdesk process.

Can the end client access X Platform?

Not initially, we will launch a mobile App early in 2022 that will offer the client access to some essential X Platform Apps.

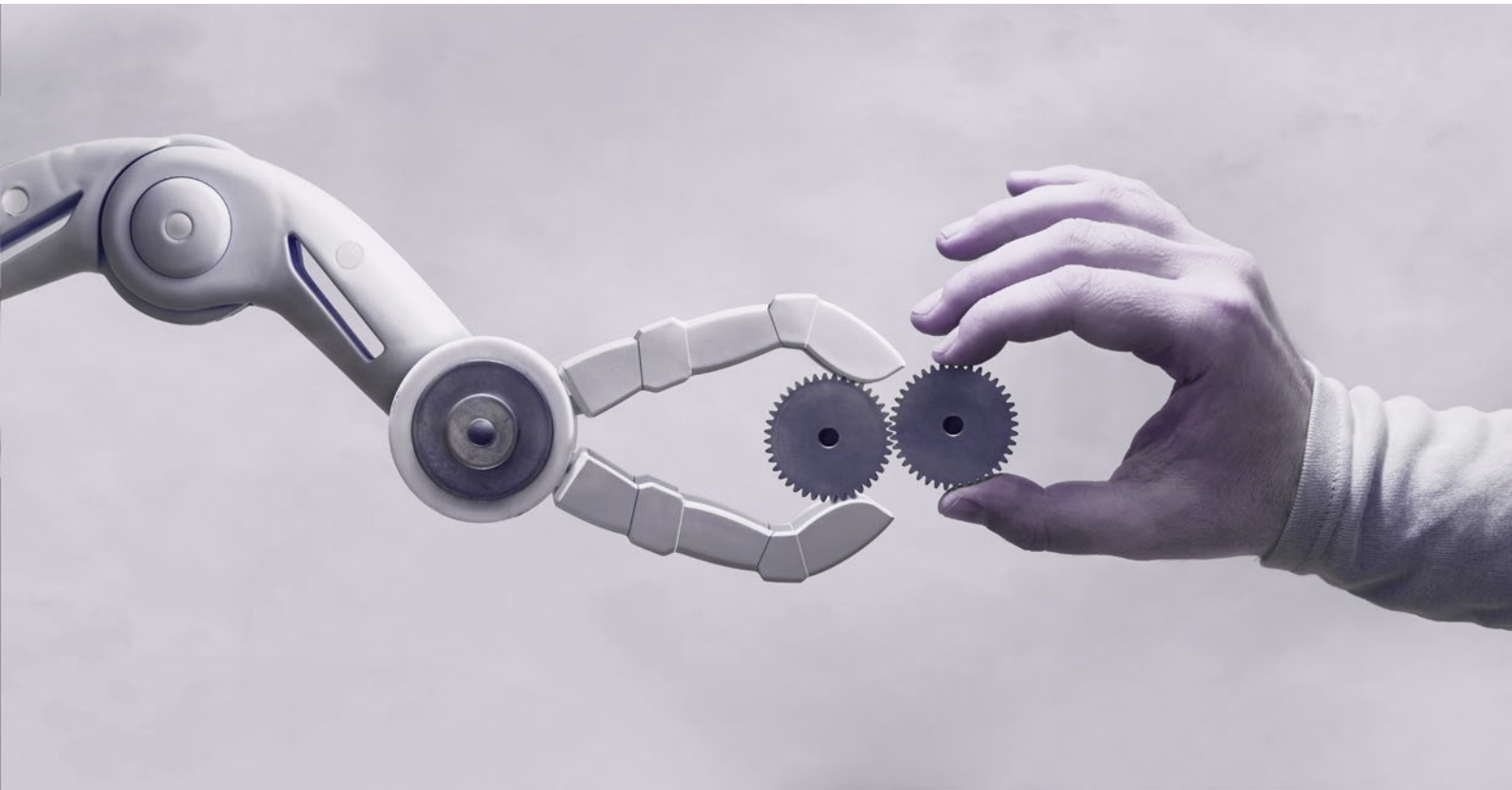
Currently, all X platform apps are intended to be offered as part of services delivered to a client and not sold as products (IP will remain with Expleo).

The X Platform core development team will work on the applications and will incorporate/prioritise features based on market and stakeholder feedback.

For any client account usage:

- Platform team will provide any demos/feature walkthroughs required for the client.
- Client account team would need to provide the requirements for any additional features based on specific client needs.
- Based on all priorities, the Platform team will provide possible timelines to the client account team as to when such features will be available in the platform application.
- When client delivery needs specific customisation and/or needs to be accelerated, a project-specific team would need to be constituted. Platform core development team would provide the necessary support (code walkthrough, technical guidelines, environment) to the project-specific team for development and management of the solution.

While the recommended model is consumption of the service solution from the X Platform, deployment on client premises can be considered for specific solutions on a case-to-case basis. In all cases, IP will rest with Expleo.



Automation

How can I use the X Platform to decide on the right automation tool for my client?

Each tool has a set of use cases described on its landing page to help guide the decision at launch. Shortly there will be a wizard to help guide users to make the right choices by making recommendations based on responses to a set of probing questions.

I am looking for information on a tool that is not immediately apparent on the tooling pages, how can I get more support?

The Automation Community of Practice is still alive and well, and can be used to fill in any gaps that may exist on the platform.

Innovation

I have a great idea for something that should be in X Platform

We have established an innovation pipeline to capture ideas from the regions and service lines. In the first instance you should bring your idea to your local head of service's attention.

Where can I see the innovations that are being considered for the X Platform

Within the Innovations & Incubation section of the X Platform, we will publish the list of ideas under consideration. This list will be updated monthly as part of the overall innovation pipeline process.

I have experience/innovation/product similar to an idea in the innovation pipeline and want to contribute.

We welcome all contributions to improving our X Platform. Please talk to the current Product Owner of the killer solution on X Platform to join in the development and improvement. ASG's BrightIdeas has the list of current innovations: <https://expleo.brightidea.com/ASGIInnovation>.