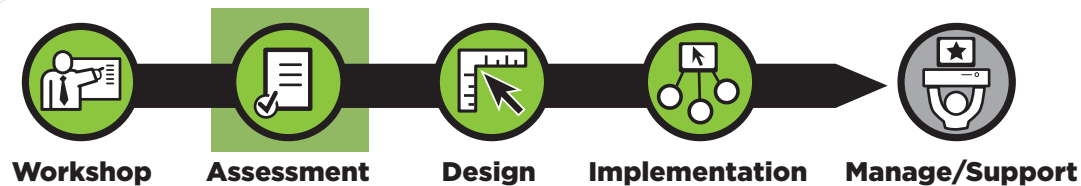


DELL™ PROCONSULT APPLICATION COMPATIBILITY REPORTING ASSESSMENT



Comprehensive compatibility and remediation services to help overcome the common problems found during OS migration and deployment projects.



MEETING THE COMPATIBILITY CHALLENGES OF COMPLEX ENVIRONMENTS

When migrating to a new operating system, one of the greatest challenges companies face is understanding whether or not their applications will be fully compatible. Knowing which applications will have issues, and whether they can or cannot be remediated is critical to a successful and timely deployment.

DELL APPLICATION COMPATIBILITY REPORTING ASSESSMENT

Dell Application Compatibility Reporting (ACR) Assessment provides a detailed compatibility analysis of your application portfolio. ACR includes extensive testing and investigation of each application to determine installation and functional compatibility with Microsoft® Windows® 7 and will accommodate either MSI or unpackaged applications.

Each qualified application is installed using instructions or your installation scripts and parallel tested side-by-side Windows, using your use-case script if available. The test results are analyzed and issues are resolved using Dell's domain knowledge or with vendors when needed. Detailed per-application and portfolio summary Application Compatibility Reports listing overall application status, observations, errors or operating system prompts are then available for use in your migration planning.

- Utilize Dell's extensive domain knowledge and leverage vendor partnerships to effectively analyze application / OS compatibility
- Increase deployment speed and efficiency
- Reduce help-desk support incidents by identifying issues before deployment helping improve application stability and reliability

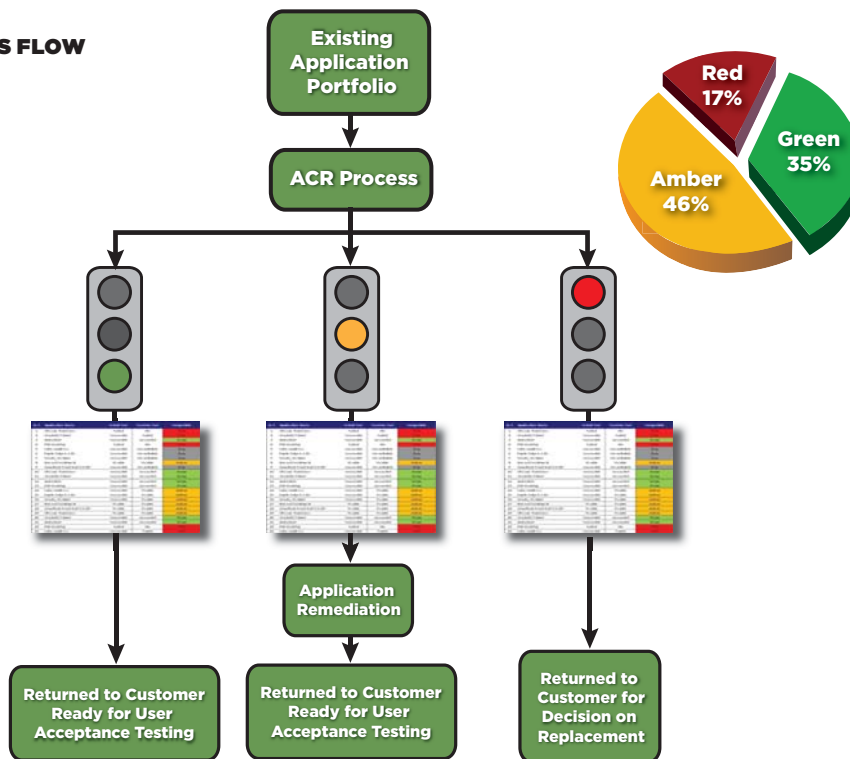
Dell rigorously tests your client applications, whether custom developed or commercial off the shelf, for compatibility with your target operating system. Dell also offers workshops, readiness assessments, and application management and migration services to help your deployments and migration to Microsoft Windows 7. Contact your Dell representative to start streamlining your deployment efforts.

DELL APPLICATION COMPATIBILITY REPORTING ASSESSMENT

Dell Application Compatibility Reporting Assessment provides a detailed compatibility analysis of your application portfolio. The service is comprised of industry-standard methods to determine Microsoft Windows compatibility for any set of qualified applications within a customer's portfolio. Proactive planning can help identify the optimal migration process and most efficient application compatibility remediation strategy. The core components of these services are:

- **Application Compatibility Reporting (ACR)** – Determine an application portfolio's compatibility characteristics against a target Operating System through a process of detailed testing and analysis.
- **Application Remediation** – Provides remediation of compatibility issues between software applications and Microsoft Windows found during the ACR Assessment process. This service can either be performed on an existing MSI portfolio, or integrated into Dell's standard MSI packaging process to guarantee the creation of application packages compatible with Windows.

ACR PROCESS FLOW



APPLICATION REMEDIATION

DPackaged applications with a status of 'Amber' during the ACR process can be remediated to resolve compatibility issues between the application and Microsoft by further editing or configuring the application's MSI package. For applications that are not packaged into MSI format with the appropriate configuration and customer standards – remediation occurs during the standard Dell packaging process.

Dell provides Application Remediation and Packaging as supplementary billable services.

ABOUT DELL GLOBAL SERVICES

Dell Services simplify the management of your IT environment so you get up and running quickly, with lower deployment costs, fewer hassles, and less time spent on non-strategic tasks. Contact your Dell representative to get started streamlining your deployment or migrations.

SIMPLIFY YOUR IT MANAGEMENT AT DELL.COM/SERVICES

