# Dell Consulting Services Application Compatibility Reporting Assessment

Dell has developed a series of comprehensive Compatibility and Remediation services to help overcome the common problems found during OS migration and deployment projects.

## Meeting The Desktop Management 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 in driving an efficient, proactive plan.

## Dell Application Compatibility Reporting Assessment

Dell Application Compatibility Reporting provides a detailed analysis of your application portfolio. This ACR service is comprised of industry-accepted methods to determine Windows compatibility for any qualified applications within a customer's portfolio. ACR includes extensive testing and investigation of each application to determine installation and functional compatibility with Windows and will accommodate either MSI or unpackaged applications. Dell will test applications using a customer-supplied use case script if available.

## Features Of Application Compatibility Reporting

- Installation and separate Functional testing of each qualified application (based on qualification criteria provided by Dell)

using installation instructions or installation scripts provided by Customer in electronic format.

- Side-by-side parallel testing of the application on Windows
- Analysis of the testing results and in-depth investigation of any issues discovered.
- Coordination with vendors (when possible) to identify compatibility issues and solutions.
- Detailed per-application and portfolio summary Application Compatibility Reports listing observations such as errors or Operating System prompts together with an overall application status in terms of Red/Amber/Green
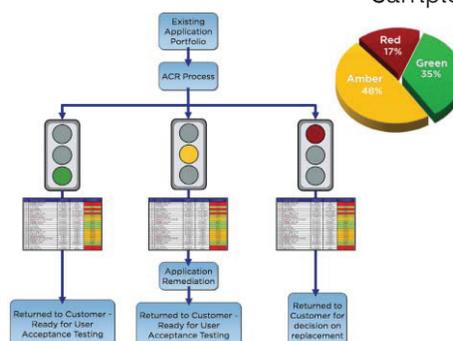
## Business Benefits

Client applications either custom developed or commercial off the shelf are rigorously tested for compatibility with your target operating system. This critical step is especially important in regard to planning your migration to Windows.

- Effectively analyze application compatibility for new operating systems
- Accurately budget the cost of a planned migration projects
- Utilize Dell's extensive domain knowledge and vendor partnerships
- Enhance applications stability and reliability
- Increase deployment speed and efficiency

GREEN: Application is Windows compatible.
AMBER: Application requires some level of remediation.
RED: Application is not compatible with Windows

Additional consulting will be necessary to identify available solutions or alternatives

Sample ACR Results

- Reduce help-desk support incidents by identifying issues before deployment
- Categorize applications by remediation complexity your own "go to" resource

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

## Application Remediation

Packaged applications found to have a Status of 'Amber' during the ACR process can be remediated to resolve compatibility issuesbetween the application and Microsoft by further editing or configuration of the Application's MSI package.

For applications that are not packaged into MSI format with the appropriate configuration and customer standards applied –any remediation is applied during the standard Dell packaging process.

Dell provides Application Remediation and Packaging as supplementary chargeable services.

For more information about solutions for your business or organization, contact your Dell account representative or visit dell.com.

## About Dell Global Services

Dell Global 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. You pay only for the services you need, gain instant access to the latest innovations without

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