**Dell™ Services
IT Consulting for
Application Management**

Efficiently and effectively manage the lifecycle of your client applications

Take Control of your Applications

Organizations are challenged by the rising cost of application maintenance and the speed at which applications, especially those that are unauthorized, proliferate throughout the enterprise. With the move to Windows 7 and 64-bit applications looming, now is the time to identify the applications that exist in the enterprise and understand which are actually being used.

Dell Application Management is a suite of consulting offers that helps you efficiently and effectively manage your client application lifecycle while reducing the total cost of ownership related to application management.

Take the Next Step with Dell

Dell Services provides a complete set of offerings to help efficiently and cost-effectively manage client applications and simplify your migration to Windows 7. Our phased approach to application management begins with application inventory and rationalization, followed by compatibility testing, packaging, user acceptance testing, and automated deployment of your core business applications.

Dell Services utilizes:

- Skilled solution architects, innovative tools and automated analysis
- Action-oriented plans with specific, predictable and measurable outcomes
- A flexible, modular approach
- Collaboration and knowledge sharing at each stage of the process
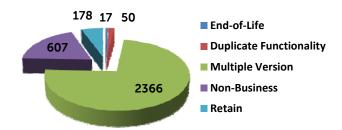
An End-to-End Approach

Dell's global, scalable and cost effective approach to application management uses best-in-class inventory and analysis tools.

Application Inventory. The first step toward application management is to inventory all applications in your environment. Dell will work with you to discover, identify and categorize these applications using a discovery agent and database that recognizes more than 87 million off-the-shelf application executables.

Dell will analyze the data to identify targets for rationalization by filtering out non-business applications, multiple versions of the same application and applications with redundant functionality. The key deliverables of the Application Inventory phase include an interpreted list of applications and a plan to rationalize the application portfolio. It will also produce information to prioritize applications for Windows 7 compatibility testing.

The graph below represents categories into which inventoried applications may be grouped.

Application Categorization

178 17 50

607

2366

- **End-of-Life**
- **Duplicate Functionality**
- **Multiple Version**
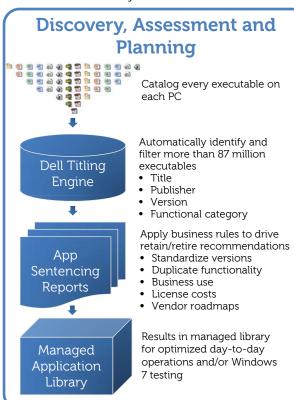- **Non-Business**
- **Retain**

Dell Services
IT Consulting for Application Management

Application Rationalization. Following the Application Inventory phase, Dell will work with you to rationalize targeted applications. Using industry-proven best practices for application rationalization, Dell will drive a business case for each application.

A Sentencing Report will be created that recommends whether to retain, retire or upgrade the application based on the following criteria:

- Duplicate and redundant application functionality
- Business use of the application
- Licensing costs
- Support costs
- Known Windows 7 compatibility

By rationalizing the master list of applications, subsequent phases of application management such as Windows 7 testing, licensing expenses and support costs will become more attainable. The rationalization list can also be used to define and implement a definitive media library.

Discovery, Assessment and Planning

Catalog every executable on each PC

Dell Titling Engine

Automatically identify and filter more than 87 million executables
- Title
- Publisher
- Version
- Functional category

App Sentencing Reports

Apply business rules to drive retain/retire recommendations
- Standardize versions
- Duplicate functionality
- Business use
- License costs
- Vendor roadmaps

Managed Application Library

Results in managed library for optimized day-to-day operations and/or Windows 7 testing

Additional Application Management Offerings

Windows 7 Compatibility. Our comprehensive testing process identifies compatibility issues with the current application portfolio, so you can properly scope and budget your Windows 7 migration project.

Following the Rationalization phase you will receive a tiered breakdown of applications in your environment, based on their criticality to the business. From this list you can select either automated or manual testing of each application tier, based on importance to the business and the complexity of the application.

Requirements Gathering and Packaging. Dell consultants gather the comprehensive installation instructions and requirements on all applications that need packaging.

We convert targeted applications to the appropriate package format to facilitate silent, unattended installs. Minimal onsite engagement is necessary throughout the packaging phase, leading to significant cost savings.

Testing and Distribution. Dell will facilitate the User Acceptance Testing (UAT) process to ensure the final package meets your approval before it's deployed into the end-user environment.

In the final phase of the Application Management process, Dell consultants can configure the package for electronic distribution via SMS/SCCM or several other electronic software distribution systems.

The Dell Difference
- Dell provides high impact, fixed-scope projects delivering quick return on investment and no open-ended engagements.

- We give you a single point of contact for all aspects of your solution: hardware, software, services and support.

- Dell offers comprehensive software usage reports as part of the application inventory phase allowing you to understand actual application usage in the environment, an important consideration when deciding to retain an application.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

Applications   Business Process   Consulting   Infrastructure   Support

DELL Services

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