



# Windows Application Transformation Service for Windows 10

## HP Configuration and Deployment Services

### Service benefits

Windows Application Transformation Service for Windows 10 helps you:

- Reduce disruption when moving to Windows 10 by eliminating the need to rewrite Windows applications
- Mitigate risk by addressing any compatibility issues before the start of the migration process

### Service feature highlights

- Service planning
- Windows application audit
- Windows application testing
- Windows application remediation

### Service overview

The release of Windows 10 represents a major ecosystem change for enterprises. It represents a move to delivery of software as a service at the desktop, and it integrates with a number of other Microsoft® solutions in the areas of system management, mobile device management, security, and licensing. These changes represent a number of challenges for companies. HP provides a range of services to address each important phase of the migration process dealing with the infrastructure, systems, and applications.

The Windows Application Transformation Service will help your organization to identify applications that must be transformed to work on the new Windows 10 operating system, Internet Explorer version 11, and required Java version support. It collects information about the full list of Windows applications in use, determines if they will run successfully with Windows 10, and then addresses the design and implementation of any remediation needed for applications that fail.

The service comprises:

- A planning session(s) to determine the best approach to audit Windows applications and their owners, which includes complete discovery of your Windows application landscape
- Initial testing to determine the Windows applications that run successfully in Windows 10 and identify those that do not
- Design and test remediation for those Windows applications that require it

### Specifications

**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning</b>	An HP service specialist or authorized service provider will work with the Customer to plan all the necessary activities, including the identification of any prerequisites for the service, and define a delivery schedule for the service with the identified Customer stakeholders.
<b>Windows application audit</b>	An HP service specialist or authorized service provider will deploy the agreed-upon tools for discovering the installed Windows applications and their primary users. This list will be provided to the Customer as the scope of the full service. Any Windows applications that may need to be added to the list after this service scope is agreed upon may be subject to additional charges.
<b>Windows application testing</b>	An HP service specialist or authorized service provider will carry out the required testing to determine which applications will need remediation for Windows 10 compatibility.
<b>Windows application remediation</b>	An HP service specialist or authorized service provider will design the required browser configurations and related configuration files. The test plan for the remediated applications will be agreed upon by the Customer and carried out by HP. Successful completion of the relevant tests will be shared with the Customer prior to planning the service rollout.

## Service limitations

Any services not clearly specified in this document are excluded from this service.

## Customer responsibilities

The Customer will:

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating delivery of the service
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Provide a suitable work area for service delivery
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP
- Ensure the participation of key stakeholders during various stages of service delivery
- Meet all prerequisites identified in the planning session prior to service delivery

## General provisions/Other exclusions

- HP reserves the right to charge, on a time and materials basis, for any additional work over and above the Windows Application Transformation Service that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- This service will be delivered during local HP standard business days and hours excluding HP holidays. Services provided outside of HP standard business hours may be subject to additional charges.
- The service is delivered based on a custom Statement of Work (SOW) tailored to the needs of the Customer.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- The service will be provided using a combination of onsite and remote delivery techniques as agreed upon with the Customer in the planning stage.

## Service responsibilities

Table 2 lists service activities and prerequisites as they relate to the roles and responsibilities of HP and the Customer.

**Table 2.** Service responsibilities

Activity	HP	Customer
The Customer requests the Windows Application Transformation Service		X
The sales team collects the Customer's requirements	X	
The sales team informs the Customer that their requirements will be analyzed by a solution architect/service expert	X	
A solution architect/service expert is assigned to analyze the Customer's requirements and organize the planning meetings	X	
Assign solution experts to determine the Customer requirements, answer HP's questions, and define criteria for the Customer's acceptance		X
One or more planning meetings with key stakeholders are held to reach agreement on the service scope, priorities, and timelines	X	X
Based on Customer agreement, software tools are deployed to collect the required information	X	
Propose a SOW that includes the Customer's acceptance criteria, timeline, and pricing and engagement terms and conditions, and provide purchase order (PO) details to the Customer	X	

Activity	HP	Customer
Accept the SOW timeline, pricing and engagement terms and conditions, and PO details		X
Submit PO to HP for service setup according to terms and conditions stated in the SOW and send the service order to HP		X
Begin service delivery setup after receipt of the Customer PO	X	
Inform the Customer and communicate project start/end date based upon timeline mentioned in the SOW	X	
Start the Windows Application Transformation Service	X	
Initiate regular communication with the Customer on the project status	X	
Schedule a validation review of service delivery setup	X	X
Review, test, and validate the applications		X
Accept the HP solution		X
Complete service delivery	X	

## Ordering information

All Windows Application Transformation Services can be ordered as standalone services. The minimum volume requirement is 2,000 PCs. A prerequisite to this service is the Assess and Strategy Service. There are two ways in which the Windows Application Transformation Service can be ordered:

- As a product—the Customer will receive product numbers and an invoice for immediate payment. Service product numbers will be provided in the SOW.
- As a service contract—the Customer will be invoiced over the life of the contract. For staged delivery, invoices will be issued as services are delivered.

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