

FastTrack Benefit - Entitlement

Onboarding, migration and adoption assistance, plus application remediation assistance

Purchasing **50+** licenses qualified your organization for guidance and **technical onboarding** and **adoption assistance**

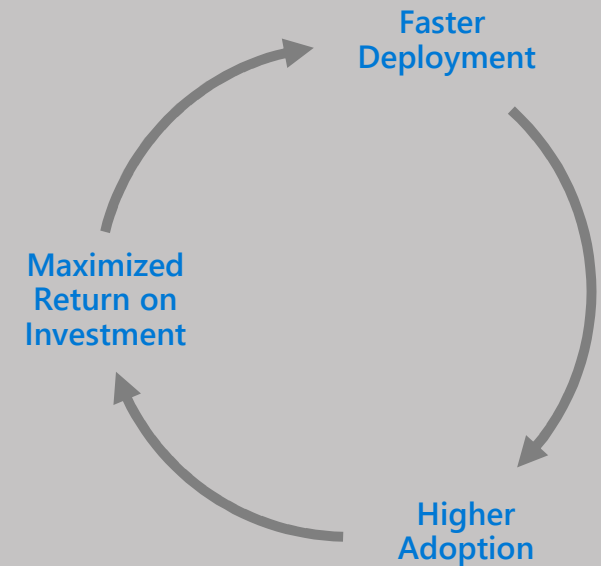
Purchasing **150+** licenses qualifies your organization for guidance, technical, adoption assistance, and **application remediation assistance (No minimum for ISVs)**

Purchasing **500+** licenses qualifies your organization for guidance, technical assistance, application remediation assistance and **data content migrations**

No fees, charges, or additional agreements are required for the FastTrack Benefit

The FastTrack benefit is available for the **duration of license ownership**

As the **Microsoft 365 service grows**, the FastTrack Center **benefits increase**



FastTrack Benefit - Services

Supporting you through onboarding, migration, and driving adoption of Microsoft 365

Direct **remote assistance** provided by Microsoft experts who will assist with various onboarding activities using a **combination of tools, documentation, guidance**.

Automated checks and configuration tools to assess your **current state**, chosen **identity solution**, and **domain configuration**.

Experienced data **migration experts** assigned to execute data migrations to Microsoft 365.

Adoption experts engaged to drive adoption in your organization through **workshops, documentation and guidance**.

Office 365

Exchange Online

SharePoint Online

Skype for Business Online

Microsoft Teams

Yammer Enterprise

Office 365 ProPlus

OneDrive for Business

Project Online

Microsoft StaffHub

Enterprise Mobility Suite

Intune

Azure Active Directory Premium

Desktop

Windows 10 (Stay Current)



Application Remediation Assistance

- How does the IT Support Team remediate any applications, macros or plugins that are not compatible with the supported versions of Windows 10 and Office 365 ProPlus?
- What service does Microsoft provide that can assist their clients to remediate these issues and challenges?

Visit - aka.ms/DesktopAppAssure - to learn more



Application Compatibility

We've got your back to ensure your existing apps will work on the latest versions of Windows 10.

Now, and in the future.



Introducing Desktop App Assure

Microsoft App Compatibility Promise

99% of apps work on Win 10 and Office 365 ProPlus, but if you run into an issue, Microsoft will help you fix them at no cost!

Enabling your shift to a modern desktop

Delivering application compatibility assistance

Including customer, ISV, and Microsoft-developed apps

Helping you stay up-to-date with confidence

✓ *Included with your eligible subscription*

✓ *Available globally in 10 supported languages*

Visit aka.ms/DesktopAppAssure to learn more

Visit aka.ms/DesktopAppAssureRequest to request assistance



Desktop Upgrade Readiness Process

Helping your organization to deploy and consume Windows 10 and Office 365 ProPlus updates



Inventory

CUSTOMER

Begin with an inventory of your devices and apps to identify and prioritize the most common apps and hardware in your organization. Group based on business need:

- Retire
- Keep and remediate (if necessary)
- Keep and modernize

Inventory your applications leveraging your current processes and tools to make informed decisions about the update readiness of your Windows and Office clients.



Validate

CUSTOMER

Ready for Windows

Research compatibility and support statements of 3rd Party Software Vendor applications

Windows Insider Program

Test applications against pre-release versions of Windows

Readiness Toolkit for Office

Use the Readiness Toolkit to assess application compatibility for Office 365 ProPlus



Remediate

MICROSOFT

New! Desktop App Assure service

- An App Assure Manager (AAM) will be your single point of contact throughout the remediation process
- Your AAM will work with Microsoft Support Engineers to remediate compatibility issues
- Obtain Windows 10 support statements for 3rd party software



Services in Scope – 150 subscriptions or more

Customer Developed Line of Business (LOB) Applications

- Determine root causes and recommend code changes to applications
- Shim applications where source code is not available

Independent Software Vendor (ISV) Applications

- Determine root causes and partners with ISVs to remediate their applications
- Engage ISVs to onboard them to Windows 10 and to secure Windows 10 support statements

Microsoft Windows and Office Applications

- Office 365 ProPlus targeting a supported version of Windows 10
- Microsoft products and services targeting a supported version of Windows 10 (Windows 10 Professional only as an exception)
- Windows 10 desktop and web apps



Out-of-Scope Services

Customer and/or Partner Accountabilities

- Inventory and test applications to determine what does and does not work on Windows 10
- Research 3rd-party ISV applications in your inventory for Windows 10 compatibility support statements
- Make code level changes to customer applications (although Microsoft can provide guidance to developers if source code and resources are made available)
- Packaging of applications which do not require remediation
- Project management of customer's remediation activities



Log a request via -

<https://aka.ms/DesktopAppAssureRequest>