Desktop App Assure- Summary

Summary –
The FastTrack Center Benefit for Windows 10 provides access to Desktop App Assure – a new service designed to address issues with Windows 10 and Office 365 ProPlus app compatibility. When you request the Desktop App Assure service, a FastTrack Specialist works with you throughout your migration to Windows 10 and Office 365 ProPlus and when you consume feature updates.

A Microsoft engineer works with you to address valid app issues at no additional cost to you with an eligible subscription. We also provide guidance to customers who face compatibility issues transitioning from Office clients to Office 365 ProPlus. This is a service provided by FastTrack and not a software package.
Global Support available 1 February.

Clients leverage Windows Analytics Upgrade Readiness and the Office 365 ProPlus Readiness Toolkit to identify and validate Windows 10 applications and Office 365 ProPlus macros and add-ins that are essential to your business operations.

Service is for subscription based licensing - Windows 10 E3, Windows 10 E5, Microsoft 365 and Windows 10 Enterprise with SA (OEM Professional etc not supported) -

Assistance Offered - http://aka.ms/desktopappassure
FastTrack provides remote assistance for the following –
- Enable apps that work on Windows 7 to also work on Windows 10.
- Support for:
  - Customer-developed apps targeting a supported version of Windows 10.
  - Third-party independent software vendor (ISV) apps targeting a supported version of Windows 10.
  - **Office 365 ProPlus** targeting a supported version of Windows 10, including macros and add-ins.
  - Microsoft products and services targeting a supported version of Windows 10.
  - Windows 10 desktop and web apps (compatibility with Win 10 and IE 11).

Out of Scope - https://docs.microsoft.com/en-us/FastTrack/win-10-daa-assistance-offered-and-plans#out-of-scope
FastTrack doesn't provide assistance for:
- App inventory and testing to determine what does and doesn't work on Windows 10.
- Researching third-party ISV apps for Windows 10 compatibility and support statements.
- App packaging-only services. However, the Desktop App Assure team packages apps that we have remediated for Windows 10 to ensure they can be deployed in the customer's environment.

Note - Microsoft can't make changes to your source code. However, the Desktop App Assure team can provide guidance to app developers if the source code is available for your apps.

Get started today
Identify and validate Windows 10 applications and Office 365 ProPlus macros and add-ins that are essential to your business operations. Leverage Windows Analytics Upgrade Readiness and the Office 365 ProPlus Readiness Toolkit. Submit a request through FastTrack on your customers' behalf; a Microsoft engineer will work with you and your customers until the issue is resolved. The Microsoft FastTrack Desktop App Assure Partner Guide can walk you through the submission process.
As with other FastTrack services, you continue to maintain your role as trusted customer advisor.

If you're a third-party app solution provider, we'll continue to rely on you to service customers and scale support on app packaging, compatibility, and remediation. You remain uniquely positioned to service apps across platforms.

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Announcements -
Blog Announcement - https://aka.ms/shift
FastTrack Blog - https://techcommunity.microsoft.com/t5/FastTrack-Blog/Standing-behind-our-application-compatibility-promise-Desktop/ba-p/262110
Partner News - https://www.microsoft.com/microsoft-365/partners/news/article/desktop-app-assure-standing-behind-our-application-compatibility-promise

Microsoft Ignite
- Ignite Page - https://myignite.techcommunity.microsoft.com/sessions/65788?source=sessions
- YouTube Session - https://youtu.be/WgFsftw8uoo
- Slide Desk - https://mediusprodstatic.studios.ms/presentations/Ignite2018/BRK2225.pptx

Tech examples - Channel 9 Video - https://sec.ch9.ms/ch9/b981/fc2d540b-b2ea-4c25-a526-3681e458b981/20181016-DefragTools_high.mp4

Requesting assistance -
Get the Desktop App Assure Partner Guide to learn how to submit a customer request

Blog Post -
Basic but easy to forget tips to remediate Windows apps compat challenges - Link

Desktop Analytics
Device Health, Update Compliance, Upgrade Readiness - Link

Office Application Readiness
Readiness Toolkit for Office 365 ProPlus - Link

3rd Party ISV Research
Ready for Windows - Link

Windows Insider Program for Business
Getting Started - Link

Responsibilities

Desktop Upgrade Readiness Process

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

Inventory
CUSTOMER

Inventory applications and group apps based on business need:
- Retire
- Keep
- Modernize

Desktop Analytics service will provide insights and intelligence to make more 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

Readiness Toolkit for Office
- Assess application compatibility for Office 365 ProPlus

Windows Insider Program for Business
- Test applications against pre-release versions of Windows

Remediate
MICROSOFT

New! Desktop App Assure
- Submit request for assistance at **aka.ms/DesktopAppAssureRequest**
- A FastTrack specialist will connect with you to discuss your application needs and help you remediate compatibility issues
- Secure Windows 10 support statements for 3rd party software