



## SOE Services Portfolio Client Application Management



Refer to SOE Services Portfolio Overview for information about the SOE Services Portfolio.

### Service overview

The Client Application Management service is an extensive and flexible service offering which assists your business in the provision, packaging and management of end-user application assets. This service consists of several components which combine to provide an application management lifecycle that can lower the cost of managing and supporting end-user applications.

The core components of this service encompass application consultation, provisioning and packaging, together with sociability and quality assurance testing for seamless integration into your IT environment. The service follows industry best practice for the management of application assets and utilisation of application packaging technology.

### Service benefits

This service offering will allow you to:

- Tailor application configurations based upon your IT and business requirements.
- Increase application reliability through embedded self-heal capabilities.
- Utilise industry best practice for application management.
- Reduce user downtime through application of sociability and quality assurance testing.
- Maximise application support capabilities through standardisation practices.
- Perform repeatable, standardised application installation in a consistent manner.

### Service feature highlights

An experienced HP consultant will work with your organisation and will:

- Establish an understanding of your IT and business application requirements.
- Produce a functional specification for each application detailing the installation and configuration specifics for package generation.
- Package application software in accordance with functional specifications utilising current and proven application packaging technology.
- Conduct sociability and quality assurance testing for packaged applications.

### Customer profile

This service is suitable if your business wants to:

- Standardise the installation and configuration of end-user applications across the enterprise.
- Reduce application support costs through standardised and consistent application installations.
- Integrate application packages with a client management toolset for centralised distribution and management.
- Reduce software licence costs through application identification and consolidation.
- Introduce an application management lifecycle for the efficient management of application assets.

## Specifications of service

Features	Delivery specifications
Service overview	<p>This service is offered by experienced HP SOE consultants. They will:</p> <ul style="list-style-type: none"><li>• Conduct an application consulting exercise to help you articulate your application needs and identify business and technical application requirements. A functional specification document is produced for each application to be packaged.</li><li>• Assist with the provisioning of application source software and license keys for inclusion into the application package in accordance with the predefined functional specification.</li><li>• Develop an application package in accordance with the associated functional specification, utilising advanced software packaging techniques with proven technology.</li><li>• Conduct sociability and quality assurance tests against the application package to ensure that it meets the specifications stipulated within the application functional specification document.</li></ul>
Service deliverables	<ul style="list-style-type: none"><li>• The Client Application Management service will deliver a functional specification document for each desktop application that is required to be packaged.</li><li>• As an end product, the Client Application Management service will deliver a standardised application package which can be consistently, silently and automatically installed.</li></ul>

### Service limitations

The Client Application Management service does not include:

- Design or configuration of a software distribution toolset.
- Integration of application packages into a software distribution toolset.

### Customer responsibility

To ensure the engagement is successful, HP requires you to:

- Provide personnel who have knowledge of the application(s) to be packaged.
- Provide software installation source, license keys and application configuration settings.
- Provide environment access for testing.

### Pricing

The price of the Client Application Management service varies depending upon package complexity. The price per package may reduce depending upon volume of applications to be packaged. The price will be finalised once the scope and deliverables are confirmed.

### Related services

The Client Application Management service is typically executed and managed as a project using HP Project Management Services. An optimum managed solution will also include other services from the SOE Services Portfolio. Refer to the following service descriptions for more information:

- SOE Services Portfolio Overview
- Client Management Toolset

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