

# Relationship based, customizable, proactive enterprise support.

BlackBerry® Technical Support Services for Enterprise: Standard, Premium and Elite support levels provide a wide range of options for your organization.

BlackBerry Technical Support Services for Enterprise provides a high degree of technical support expertise and preventive maintenance for your BlackBerry® Enterprise Solution.

## Key Benefits

- Highly-responsive, customizable issue resolution options
- Preventive services help avoid issues before they occur
- Maximizes efficiency and frees your IT resources
- Single point of contact for all your BlackBerry support needs
- Peace of mind – rest assured that your BlackBerry® Enterprise Solution performs to your expectations



# The best protection for your BlackBerry solution from the experts who know it best

BlackBerry Technical Support Services for Enterprise provides direct access to the technical experts from Research In Motion (RIM) – the makers of the BlackBerry solution. With our support team, you can reduce costly downtime and concentrate your resources on driving business productivity instead.

## Key Features:

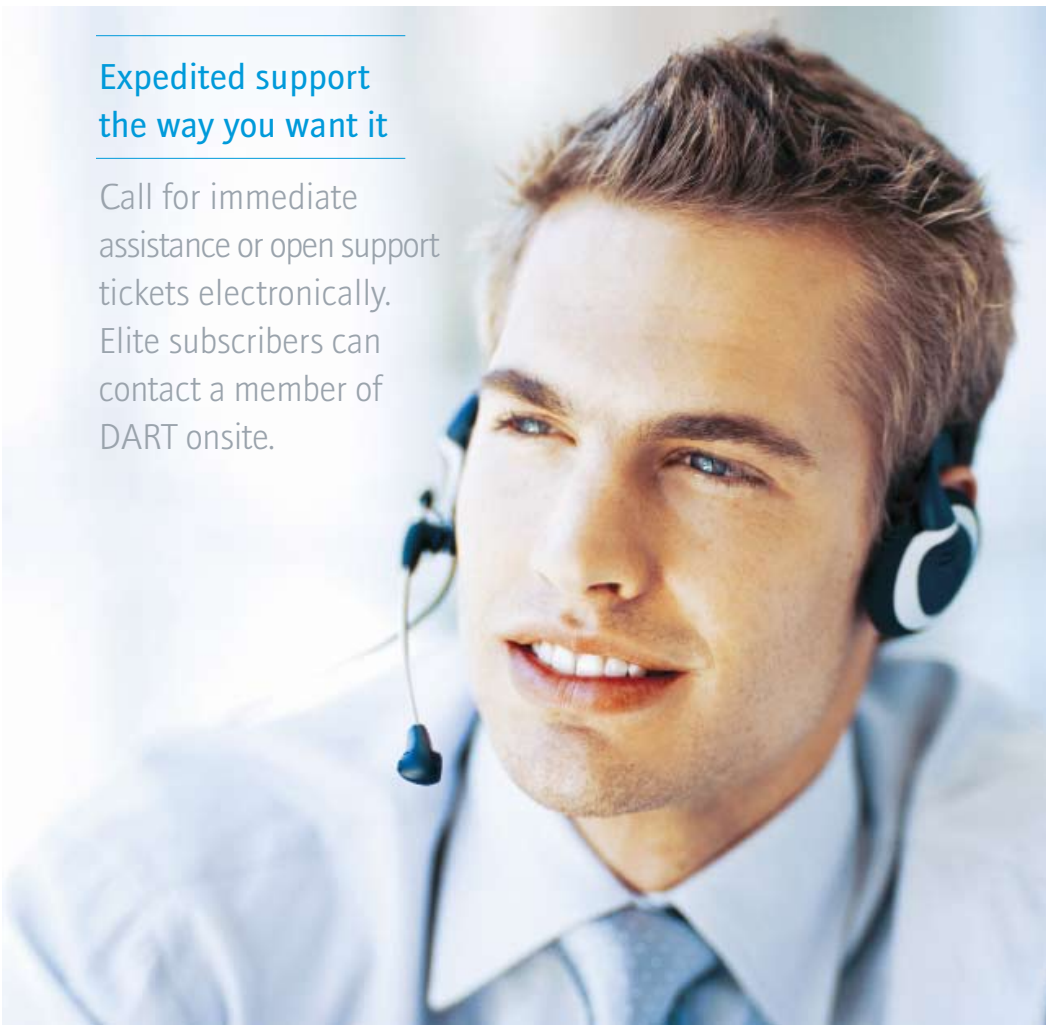
- Relationship-based support from Direct to Level Two Support Resources to our most experienced support group Direct Advanced Response Team (DART)
- Onsite DART expert for Elite Support subscribers
- Problem Management, Change Management Planning and Health Check Services
- Proactive maintenance services
- Comprehensive BlackBerry® Training and BlackBerry Certification packages
- Full software upgrades with migration support to BlackBerry® Enterprise Server v5.0
- Optional Services to customize your comprehensive support plan
- BlackBerry Expert Support Center, BlackBerry Technical Webcast Series, BlackBerry Solve newsletter

## Expedited support the way you want it

Call for immediate assistance or open support tickets electronically. Elite subscribers can contact a member of DART onsite.

## Certification Bonus

Save money on your subscription renewal when your Named Callers become certified through the BlackBerry® Certification Program. Ask your BlackBerry account representative about discounts for your support level.





# Three levels of support to best suit your BlackBerry deployment: Standard, Premium and Elite Support.

## Standard Support

As your business deploys an increasing number of BlackBerry smartphones and drives business productivity beyond email and calendar features, your need for fast, direct and high-level support grows as well. Subscribers with this service have all technical incidents routed directly to Level Two Support analysts, bypassing the general support queue. Level Two Support analysts have more knowledge and working experience with the BlackBerry solution.

With access to self-service tools, unlimited 24x7 telephone access and free software upgrades for supported components – this is a must-have level of support for your growing enterprise. Plus, you can add new Optional Services as your BlackBerry Enterprise Solution grows and your needs become more complex.

**Optional Services:** Application Development Support Incidents, Support Service Specialist (SSS), Health Check Services, Tech-to-Site Assistance, Change Management and More Named Callers. Note: Health Check Services, Application Development Support Incidents and Change Management services are included features for Premium and Elite support levels.

## Premium Support

At this level, your business relies heavily on the BlackBerry Enterprise Solution – you consider it mission critical – and you'll want the experts you engage with to develop an intimate knowledge of your deployment and mobility goals. This is why Premium Support includes a Support Account Manager (SAM) who is your trusted advisor at RIM. Your SAM will proactively notify you of upcoming software releases, applications or known issues that may be of interest. You also have access to the Direct Advanced Response Team (DART), our most experienced support team, to help resolve your technical support issues. This support level also helps you head off issues before they arise, thanks to included preventive services, such as Health Check Services and customized onsite BlackBerry Training sessions. You also have the ability to customize preventive services.

**Optional Services:** Tech-To-Site Assistance, Secondary SAM, More Named Callers and Application Development Support Incidents

## Elite Support

Our highest level of relationship-based services gives you the direct support of a member of the DART team onsite at one of your locations, full-time, to help plan, manage and expand your BlackBerry deployment. Additionally, your SAM is focused solely on ensuring your BlackBerry deployments are meeting your expectations. This support level also includes many preventive services, such as Health Check Services, customized onsite BlackBerry Training sessions and more. At this level, you may also be interested in developing and deploying custom wireless applications to your mobile workforce and you can count on support for those needs as well.

Note this service level provides a member of DART onsite at one specified location, 40 hours per week<sup>2</sup>. This onsite DART member can provide immediate response for Critical or Serious incidents that may occur with the organization's BlackBerry solution and can help with ongoing planning and maintenance of the BlackBerry solution environment to help drive continuous business value.<sup>6,8</sup>

**Optional Services:** Secondary SAM, More Named Callers and Application Development Support Incidents

# Support grows with your needs

## BlackBerry Technical Support Services For Enterprise – Key Features and Services

	Standard	Premium	Elite	
Service Features	24x7 Priority Access	Telephone to Level Two Support	Telephone to DART	Telephone to DART or direct to Onsite DART
	Telephone Response	Average 90 seconds <sup>1</sup>	Average 90 seconds <sup>1</sup>	Average 90 seconds <sup>1</sup>
	Response to electronic incident submission <sup>1</sup>	Within 2 hours	Within 1 hour	Within 1 hour
	Problem Management	Included	Included	Included
	Direct to Level Two Support Resources	Included	N/A	N/A
	Direct Advanced Response Team (DART) Onsite	N/A	N/A	A full-time onsite DART resource included
	Application Development Support Incidents	Option	20	Unlimited
	Secondary Access Code provides a secondary means of contact when a Named Caller not readily available. Conditions apply.	N/A	Included	Included
Preventive Services	Support Service Specialist (SSS)	Option	N/A	N/A
	Support Account Manager (SAM)	N/A	Included	Included
	Health Check Services <sup>5,8</sup>	Option	Included	Included
	Continuity of Operations Alerts <sup>7,8</sup>	N/A	Included	Included
	Change Management Planning Services <sup>5</sup>	Option	Included	Included
	Tech-to-Site Assistance <sup>6,8</sup>	Option	Option	N/A
	Tech Onsite Assistance <sup>6,8</sup>	N/A	N/A	Included
	Secondary Support Account Manager	N/A	Option	Option
Value Added Services	BlackBerry Expert Support Center	Standard Version	Premium Version	Premium Version
	BlackBerry Software Upgrades, Service Packs and Hotfixes <sup>3</sup>	Included	Included	Included
	BlackBerry® Infrastructure Status and Notifications <sup>4</sup>	View status and planned/unplanned event details	View status and planned/unplanned event details + proactive SAM engagement	View status and planned/unplanned event details + proactive SAM engagement
	BlackBerry Training <sup>6,8</sup> and BlackBerry Certification	Open Session training for 1 Named Caller, discounts for all Named Callers, BlackBerry Certification exam voucher for each Named Caller	Web Based and Onsite Instructor Led, BlackBerry Certification exam voucher for each Named Caller	Web Based and Onsite Instructor Led, BlackBerry Certification exam voucher for each Named Caller
	Renewal Discounts: Receive discounts on subscription renewals based on the number of Named Callers who achieve BlackBerry Certification.	Included 1.5% discount per Named Caller, up to a maximum of 7.5%	Included 2% discount per Named Caller, up to a maximum of 10%	Included 2% discount per Named Caller, up to a maximum of 10%
	BlackBerry Technical Webcast Series	Included	Included	Included
	BlackBerry Solve newsletter	Included	Included	Included
	Performance and Load Testing Tools <sup>8</sup>	N/A	Included	Included
	Named Callers	5 with option to add more	15 with option to add more	30 with option to add more
	Enterprise Volume Licensing	N/A	Included	Included

1. It is our goal to answer telephone calls within an average of 90 seconds 80% of the time. This is not a service level guarantee.

2 The 40-hours will be conducted on Monday to Friday, with no single workday exceeding eight and a half (8.5) hours in duration.

3 For solutions being covered and paid for as part of the support subscription only

4 Non-Disclosure Agreement is required between the subscribing organization and RIM.

5 Service is available only if customer has opted for Support Service Specialist option as part of the subscription

6 Service only offered where available.

7 Examples of what may constitute an emergency, crisis or disaster situation: local incidents, such as building fires; regional incidents, such as earthquakes; or national incidents, such as acts of war or terrorism.

8 A separate set of terms and conditions specific to the use of this service may need to be executed between the subscribing organization and RIM for this service to take place.

# Optional Services

## Standard Support

### Support Service Specialist (SSS)

A single point of contact for managing escalated issues through to resolution, liaising with the Problem Management team for issues of a critical nature, providing quarterly reports and for conducting review calls.

Problem Management ensures that an issue receives the appropriate amount of attention based on the severity and priority rating. This results in faster resolution time and root cause analysis.

### Health Check Services

Identifies areas within your environment that are the likely cause of existing issues and/or items that may cause future issues. Service includes a findings report that may provide recommendations for increasing supportability and functionality of your BlackBerry deployment<sup>5</sup>. (Note: this feature is included in Premium and Elite)

### Change Management Planning

A proactive technical and functional review of your technical implementation plan by the BlackBerry Technical Support Service team. You can request this in advance of a BlackBerry solution upgrade or migration within your environment.<sup>5</sup> (Note: this feature is included in Premium and Elite)

### Application Development

Standard subscribers can purchase 10 support incidents to troubleshoot problems related to custom application development and more. Premium subscribers get 20 free incidents while Elite subscribers can take advantage of unlimited incidents.

## Standard, Premium and Elite Support

### Tech-to-Site Assistance

A senior member of the BlackBerry Technical Support Services team can be dispatched to your location when you deem a technical issue or planned system change important enough to have a RIM resource onsite<sup>6,8</sup>. Note this feature is included in Premium.

### Additional Named Callers

Expand the reach of your IT staff, by allowing more to access our BlackBerry experts. Designated additional Named Callers ensures your IT staff at multiple locations, on multiple shifts or in multiple departments can all access our technical experts

### Secondary SAM

A practical solution when you have IT centers in different time zones than your primary SAM, or for when you want each of your centers to get the attention of a designated SAM resource. The Secondary SAM will become the point of contact for your Named Callers in that region and will perform services in line with what your primary SAM delivers. Note this feature is not available for purchase by Standard subscribers.



BlackBerry Technical Support Services has programs suited to small and medium businesses, too! To learn more please contact your eAccess Account Manager.

# Getting Started

It's easy to ensure you are extracting the full value from your mobility by protecting your investment with BlackBerry Technical Support Services for Enterprise. Here's what you do.

1

Please contact your eAccess Account Manager at 1.847.991.7190 or email [orders@eaccess-estore.com](mailto:orders@eaccess-estore.com) for a quote.

2

You will need:

- Your BlackBerry Enterprise Server software server routing protocol identification (SRP ID) number(s)
- The total number of active BlackBerry smartphone users

Thank you for taking the time to learn about the most complete technical support and software maintenance services for your BlackBerry solution.