

# Technical support designed for your business

BlackBerry® Technical Support Services for Small and Medium Business gives your business reliable, affordable and scalable technical support directly from the BlackBerry® solution support experts.

Basic, Enhanced and Advantage support levels provide a wide range of options for your organization.

## Key Benefits

- 24x7 single point of contact for all your BlackBerry support needs
- Flexible, affordable offerings grow along with your business
- Increases efficiency and frees your IT resources
- Support is simple to set up, easy to use, and easy to manage
- Continuous protection for your BlackBerry investment



# The right BlackBerry support you need, when you need it

With a support subscription, you can focus on your business, and let the experts take care of your technical support needs. BlackBerry Technical Support Services for Small and Medium Business provides direct access to the technical experts from Research in Motion (RIM) – the makers of the BlackBerry solution. It delivers dependable technical support and maintenance services that most closely match your business needs and are priced accordingly.

## Key Features:

- Easy, 24x7 access to support
- Submit issues electronically and get a response via telephone or the BlackBerry Enterprise Support Center
- New and enhanced self-service resources and tools
- BlackBerry Software Service Packs and Hotfixes included
- Free BlackBerry® Enterprise Server software upgrades for Advantage Support subscribers
- Expert knowledge transfer through, the BlackBerry Enterprise Support Center, BlackBerry Technical Webcast Series and BlackBerry Solve newsletter
- Optional Services for Advantage Support subscribers, including access to Direct to Level Two Support experts
- BlackBerry® Certification exam vouchers, web based BlackBerry Training for Basic and Enhanced; plus additional training choices for Advantage Support subscribers



## How do I choose the right support?

If you have 30 or fewer BlackBerry smartphone users, compare the features of Basic and Enhanced support.

Is same day issue response critical to your business productivity? Consider the protection provided by Enhanced and Advantage Support.

If your BlackBerry deployment is growing significantly and/or you have 500 or fewer BlackBerry smartphones you may need the additional services, of Advantage Support.



# Affordable support designed with your business needs in mind.

## Introducing Basic, Enhanced and Advantage Support

### Basic Support

Reduce support costs with 24x7 help from BlackBerry Technical Support Services experts and self-service tools – all part of this introductory support program. With Basic Support, all technical issues are submitted electronically, with a 24-hour expected response time by telephone or email. This support is designed for companies with fewer than 30 BlackBerry smartphones. It includes 2 Named Callers, free Service Packs and Hotfixes, plus new BlackBerry Training opportunities and BlackBerry Certification exam vouchers.

### Enhanced Support

When a faster response to support problems is more important to your business, consider Enhanced Support. All technical issues are submitted electronically, with a four-hour expected response time by telephone or email. With Enhanced Support, you increase your efficiency with help from BlackBerry Technical Support Service experts and self-service tools, which help troubleshoot and resolve common problems. This support is designed for companies with fewer than 30 BlackBerry smartphones. It includes 2 Named Callers, free Service Packs and Hotfixes, plus new BlackBerry Training opportunities and BlackBerry Certification exam vouchers.

### Advantage Support

Advantage Support includes the benefits of Basic and Enhanced with some key differences. First, you can count on expedited telephone support with an average 90-second expected response time\*. Issues can also be submitted electronically with a two-hour expected response time. Secondly, you get full access to software upgrades and access to valuable Optional Services, such as Direct to Level Two Support and a Support Service Specialist who can help you manage problems and avoid technical issues. Advantage subscribers also have more choices in how they can access BlackBerry Training, along with BlackBerry Certification exam vouchers for each Named Caller. Plus, you can save money on your Advantage subscription renewal when Named Callers achieve BlackBerry Certification. This support level includes 5 Named Callers with an option to add more.

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### Information and resources to proactively manage issues

All three support levels include access to the online BlackBerry Expert Support Center, the BlackBerry Technical Webcast Series and the BlackBerry Solve newsletter. They provide you with tools and information to increase your troubleshooting knowledge and to help you head off problems before they occur.

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# Focus on business while the experts support your technical needs

## BlackBerry Technical Support Services for Small and Medium Business – Key Features and Services

	Basic	Enhanced	Advantage	
Service Features	24x7 Coverage and Access for all subscribers	24x7 via BlackBerry Expert Support Center, 24-Hour response	24x7 via BlackBerry Expert Support Center, 4-Hour response	24x7 Telephone and BlackBerry Expert Support Center, 2-Hour response on electronic incidents
	Problem Management	N/A	N/A	Included
	Direct to Level Two Support Resources	N/A	N/A	Option
	Application Development Incidents	N/A	N/A	Option
Preventive Services				
	Support Service Specialist (SSS)	N/A	N/A	Option
Value Added Services	BlackBerry Expert Support Center (BESC)	Basic Version	Basic Version	Standard Version
	BlackBerry Software Service Packs and Hotfixes	Included	Included	Included
	BlackBerry Software Upgrades	N/A	N/A	BlackBerry® Enterprise Server and other supported RIM software products <sup>3</sup>
	BlackBerry® Infrastructure Status and Notifications <sup>4</sup>	N/A	N/A	View status and event details in BlackBerry Expert Support Center
	BlackBerry Training <sup>5,8</sup> and BlackBerry Certification exam vouchers for all subscribers	Web Based Training; BlackBerry Certification exam vouchers	Web Based Training; BlackBerry Certification exam vouchers	You Choose: One Named Caller enrolled in a series of online webcasts OR receive a 50% discount on open session training for each of your Named Callers + one BlackBerry Certification Program exam voucher for each Named Caller
	BlackBerry Technical Webcast Series	Included	Included	Included
	BlackBerry Solve newsletter	Included	Included	Included
	Named Callers	2	2	5 (with option to add more)

<sup>3</sup> For solutions being covered and paid for as part of the support subscription only

<sup>4</sup> A valid Non-Disclosure Agreement is required between the subscribing organization and RIM.

<sup>5</sup> Service only offered where available.

<sup>8</sup> 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 for Advantage Support

## **Direct to Level Two Support Resources**

When you elect to purchase this service, you bypass the general support queue and your technical issues are routed directly to a more experienced pool of support analysts: Level Two Support Resources. These support analysts have deep knowledge and working experience with the BlackBerry solution and help organizations with experienced IT staff move quickly past basic troubleshooting to more complex troubleshooting and problem resolution.

## **Support Service Specialist (SSS)**

This valuable option gives your organization access to a resource to manage escalated issues through to resolution. Additionally, this resource will liaise with the Problem Management team for issues of a critical nature, provide you with quarterly reports and conduct program 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.

## **Application Development Incidents**

As you extend business applications to your BlackBerry smartphone users, the Application Development Support team at RIM can be there to help. Advantage subscribers can purchase packages of application development support incidents – these can be used to troubleshoot problems related to applications the customer is developing for use on BlackBerry smartphones.

Environments covered by these incidents include:

- BlackBerry® Java® Development Environment
- Plazmic® Content Developer's Kit
- BlackBerry® Browser

## **Additional Named Callers**

Expand the reach of your IT staff by allowing more Named Callers to contact our BlackBerry solution experts. Designating additional Named Calls ensures your IT staff at multiple locations, or in multiple departments, can all access technical support as needed.



BlackBerry Technical Support Services has programs suited to larger enterprises, too! Please contact your eAccess Account Manager



# Getting Started

It's easy to ensure you are getting the full value from your mobility by protecting your BlackBerry investment with BlackBerry Technical Support Services for Small and Medium Business. 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.