

BlackBerry™ from RIM provides over 5 million mobile users with constant wireless access to essential business information and processes. This is accomplished through a secure end-to-end solution that includes BlackBerry devices and a BlackBerry Enterprise server (BES).

But what happens if your BES is no longer available? BlackBerry is one of the most resilient mobile data solutions available but when it occurs BlackBerry downtime is always expensive and disruptive.

The good news is that affordable high-availability options do exist and provide the best route to maintaining service levels.

Cost-Effective Business Continuity for Your BlackBerry Enterprise Server

Typical standby solutions that support high availability for BES can have extensive hidden costs, and don't always address some of the specific requirements of the BlackBerry infrastructure such as avoiding duplicate SRP key exposure.

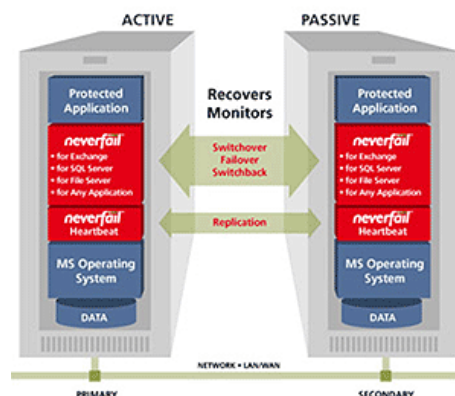
More affordable "warm standby" solutions usually require administrator intervention to reboot BlackBerry applications often taking minutes or even hours to resume operations – and that can mean a significant loss of revenue, productivity and reputation.

Alternatively, the award-winning Neverfail™ for BlackBerry provides an affordable, easy-to-use solution for high availability operations that will fit your business requirements and IT budget.

With an Interchange Group Neverfail solution, you'll minimise both planned, and perhaps more importantly, unexpected downtime for your BlackBerry Enterprise Server environment with the minimum of fuss and cost.

Interchange uses Neverfail™ to provide the following benefits:

- **Service Protection:** Neverfail can be configured to automatically transfer operation from one BES server to minimize disruption for most common failures (such as restarting failed services or primary hardware failure), without the immediate intervention of system administration staff.
- **Location Independence:** backup servers can be deployed off-site for maximum protection against site-wide threats.
- **Lowest Cost:** provides the best price/performance with a pricing structure based upon the number of servers deployed, not user count.
- **Server Monitoring:** failures can be automatically reported by mail.
- **Wide Capability:** Integrates with other Neverfail modules to allow other business server applications (such as Domino, Exchange, and SQL Server) to be protected too.
- **Non-stop Upgrades:** Supports IT activities requiring planned downtime, such as migrations, upgrades, maintenance, and server consolidation (virtualization) without users losing their BlackBerry service.
- **Simple Failover and Switchback:** In addition to offering both manual and automatic failover / switchover capabilities, Neverfail™ also features the ability to seamlessly switchback — something that even some replication solutions can't offer. Neverfail seamlessly resynchronizes servers when the primary server comes back online, then enables you to switchback with the simple click of a button, ensuring continuous data protection and maximum application uptime.



High Availability BES Powered by Interchange Group

BlackBerry Enterprise Server can be configured in many ways and Interchange Group understands that our customers may have particular requirements and technical policies: some may require a second BES or a "warm standby" of an identical BES. Others may already have a Disaster Recovery strategy in place to which the BlackBerry implementation must be matched.

Whatever the requirement, Interchange adopts a best practice approach to meeting your needs and will consult and advise on the most appropriate solution to meet your specific requirements.

Interchange provides an extensive range of Mobility Solutions and Services including:

Mobile Collaboration Products

- Mobile Office Products & Services (Mobile eMail and PIM, including BlackBerry)
- Mobile Internet (generic browsing, Intranet, Portals -XDA and PDA but also BlackBerry)
- Mobile / Wireless Devices including portable Bluetooth scanners and printers
- Windows Mobile 5

Development Services

- Bespoke Software Applications
- Systems' Integration
- Ongoing Support
- RIM BlackBerry development including MDS Studio, native J2ME and Flowfinity Development Tools

3rd Party Applications

- Neverfail DR solutions
- GroupWise Blackberry specialist
- Idokorro Remote System Administration
- Flowfinity Mobile Data Collection
- Sourcing, testing, installation, and support of 3rd party applications and products for BlackBerry, Microsoft, and UNIX operating systems.
- Mobilisation of existing customer applications
- Application Integration
- Remote Worker Applications
- Wireless Office
- Corporate Information, Content Management, and Collaboration
- Advanced Flowfinity Solution Development

Interchange IPR Applications

- Field Service and CRM
- eMobile Engineer and Field Operations Portal
- Time Recording & Billing

Professional Services

- Mobile Consultancy (Technical; Requirements; Business Process; Change Management; Exploitation)
- Project Management
- System Selection
- BlackBerry and Microsoft device and infrastructure installation
- Mobility High Availability / DR consulting
- Systems Implementation
- User Training
- Test Labs
- Communications Needs Audits
- Data and Network Security

Managed Services

- HelpDesk
- Hardware and Applications Hosting
- Interchange Service: On Demand Hosted Solutions
- Remote or On Site system management and support
- Repair of mobile phones and PDAs.
- Field Engineering and Technical Services
- IT Administration
- Contingency Planning and Recovery

Time for Action

By engaging Interchange Group at the earliest possible stage we can help you to develop your BlackBerry infrastructure in a scalable manner, ensuring current and future needs are best met. Interchange Group is an accredited BlackBerry Alliance Partner.

For further details about our Business Continuity solutions, or how we can help you to achieve the best business return on your mobile investment, please contact Ken Hodgson or Andrew Moore on 08700 716400 or email info@interchangegroup.com