

Best-in-class BlackBerry smartphone management, monitoring and support solutions

BlackBerry Enterprise Server Management and Reporting Software By BoxTone

When you choose BoxTone's BlackBerry Enterprise Server Management and Reporting Software, you choose the most comprehensive set of plug-and-play software modules on the market to effectively manage, monitor and support your enterprise BlackBerry platform.

The only Mobile User Management Software that delivers a single-view of your mobile users' actual experiences, as well as the health of your BlackBerry platform across all communication links.

Whether you have 50 or 50,000 smartphones provisioned to a BlackBerry Enterprise Server for Microsoft Exchange or IBM Lotus Domino mail platform, BoxTone's BlackBerry Enterprise Server software can help you cut time and costs, enhance security and compliance, and improve service levels - even as your deployment grows/

All modules include:

- Web-based desktop and handheld dashboards, consoles and reports by IT role, so that engineering, operations, service desk, telecom, security/compliance and management teams can all be mobility experts;
- Connectors, so that you can integrate BoxTone's software with existing IT tools and systems such as Microsoft System Centre Operations Manager (SCOM) or HP Operations Manager; and
- SmartMP™ technology that instruments and measures the actual real-time performance of all your smartphone users 24x7.

Fast delivery of benefits and ROI

Benefits can begin in a few hours and accelerate over the following days and weeks, including:

- Quick recovery of low- or no-use devices
- 30-40% Fewer Incidents in first 90 days
- 70-80% Faster Mean Time to Repair
- 70-80% Fewer Service Desk to IT Escalations
- The ability to act proactively and avoid issues spreading across the user base.

All the help you need

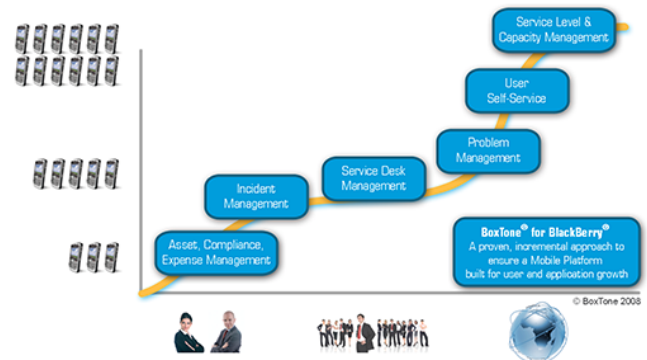
Interchange's mobile user management experts will help you choose the software modules that not only meet your needs and budget, but that can generate the maximum ROI in the shortest period of time.

With a BoxTone solution from Interchange Group, you'll have the confidence of a rock-solid mobile platform built for user- and application-growth. All that's left is for you to do is contact Interchange Group for more information and a personalised view of the benefits that your business could gain.

Adaptable solutions that grow with you

Start small with BoxTone software or start big. Our customers are finding success addressing mobility challenges at all levels of the **Mobile User Management Maturity Curve**

Mobile User Management Maturity Curve



BoxTone includes modules for:

- Asset, Expense & Compliance Management: To unlock critical asset inventory, utilization, lifecycle, and compliance information from their BlackBerry smartphone deployments.
- Incident Management: To proactively find, fix or escalate mobile user issues in 3 minutes or less.
- Service Desk Management: To resolve inbound user calls quickly and intelligently, the first time.
- Problem Management: To identify, isolate and resolve chronic issues across all BlackBerry platform communication links.
- User Self Service: To enable end users to prevent and resolve their own mobile experience issues without calling IT.

Technical Stuff

BoxTone BlackBerry Enterprise Server Management Software will deploy to your NOC or data center in hours - with no agents, no load and no risk, and suitable for even low-bandwidth, high latency networks.

Run on a standard enterprise-grade Windows box, BoxTone uses open protocols and simple read-only map drives to remotely gather from your BES millions of data points that are filtered, trended, graphed and stored to an embedded relationship database we (not you) support. Once deployed, BoxTone instantly identifies all smartphone users by their mail server, BlackBerry Enterprise Server and wireless carrier, and starts a first-of-its-kind change history for all devices under management.



For more information:

To find out more about this or other Interchange Group mobile applications, or field force automation in general, simply contact our mobile working specialists on 08700 716400 or email info@interchangegroup.com

Interchange Group Services and Product Portfolio



Remote and Mobile Worker Solutions

- Mobile Voice and Data solutions (e.g. BlackBerry and Pocket PC)
- Sales / Field Worker Mobility Solutions
- Mobile Engineer / Field Worker Portals
- Mobile Requirements Analysis, Solution Design & Development
- Mobile / Wireless Devices
- Laptop Connectivity
- Standard Application Evaluation & Selection
- Bespoke Application Development
- Mobile / Wireless Devices including portable Bluetooth scanners and printers
- Digital Pen & Handwriting Recognition Solutions
- Installation, Implementation and Configuration
- Device and Infrastructure Selection and Supply

BlackBerry™ Services

- Sourcing, testing, installation, and support of 3rd party applications and products e.g.:
 - Mobile email and PIM
 - Flowfinity Mobile Data Collection
 - Vetro On-Demand Sales and Service Applications
 - GroupWise for Blackberry Integration
 - Boxtone System Administration
- Bes Installation and Configuration
- High Availability Solutions and Services

Infrastructure Solutions

- IP and Telecoms Network Infrastructure Design and Commissioning (VoIP)
- Voice Network Installation and Configuration
- Virtual Private Network (VPN) installation
- Firewall implementation
- Business Systems Remote Access
- Connectivity Advice
- Hardware Selection / Provisioning
- Wireless Networking (WiFi)
- Installation and Configuration

Corporate Solutions

- Remote Worker Applications
- Hosted & Enterprise Customer Service and CRM
- Helpdesk
- Corporate Information, Content Management, and Collaboration
- Staff and Customer Self Service Portals
- High Availability Solutions
- Implementation Consultancy

Technical Consultancy

- IP and Telecoms Network Infrastructure
- Mobile Solution Design & Evaluation
- Mobilisation of Existing Applications
- RIM BlackBerry development including MDS Studio, native J2ME and Flowfinity Development Tools
- Requirements Analysis and Needs Audits
- Hardware selection / provisioning
- Data and Network Security
- Ongoing Support
- System Implementation
- User Training

Application / Systems Integration

- Real time Data Interfacing
- Data Interface Design and Implementation
- Data Warehousing
- Data Visualisation
- Enterprise Application Integration & Messaging
- ASP / Java / COM / EDI / ODBC skills
- Custom Integration

Business Consulting

- Strategy Consulting
- Business Process Improvement
- Needs, Requirements and Benefits Analysis
- Benefits Driven Change Management
- Project Management

Network Infrastructure

- Network Strategy and Design
- Network monitoring & optimisation
- Cabling and Installation
- Network performance optimisation

Security

- Data, VoIP and Network Security
- SSL Implementation
- VPN Security Installation, Configuration and Management
- Firewall Implementation

Managed Services and Outsourcing

- Outsourced Helpdesk / Call Centres
- Hardware and Applications Hosting
- Website / Portal Hosting
- Third Party Software Support
- Hardware Repair & Warranty Services
- End-to-End Warranty Management
- On-site Technical Support
- IT Administration
- Contingency Planning and Recovery
- Asset Recovery and WEEE Compliance
- Remote or on-site system management and support
- Repair of mobile phones and PDAs.
- Field Engineering and Technical Services
- IT and BES Administration
- Contingency Planning and Recovery
- High Availability BES implementation



Interchange Group, Interchange Park, Newport Pagnell, Buckinghamshire, MK16 9PS

Tel: +44 (0)8700 716400

Fax +44 (0)8700 528549

Email: info@interchange-group.com

Web: www.interchange-group.com

Company number 2013410 registered in England. VAT number 585121640

The RIM and BlackBerry families of related marks, images and symbols are the exclusive properties of, and trademarks of, Research In Motion – used by permission.