

Introduction

BlackBerry provides mobile users with "Always on, Always Connected" wireless access to their corporate email, calendar, tasks, and contacts.

This is accomplished through a secured end-to-end solution that is made up of the Blackberry Wireless Handheld, the BlackBerry Enterprise server, and a wireless airtime package.

BlackBerry is the leading PDA device for sending and receiving emails on the move; it can also be used as a mobile phone and with over 1.2 million users globally, it is the world's most popular remote email solution.

BlackBerry is a wireless email solution that simplifies remote email access and PIM functionality wherever mobile professionals may be, while comprehensively answering crucial requirements regarding security, integration and cost.

The typical BlackBerry user recovers an average of 53 work minutes a day because the solution enables them to convert what was traditionally downtime into productive time.

BlackBerry features include;

- BlackBerry devices are managed centrally via the "BlackBerry Enterprise Server" for security & user convenience.
- Central device management means very low ongoing support costs for the customer IT department.
- Emails and appointments are wirelessly & constantly synchronised with your mail server.
- Data is "pushed" to BlackBerry and can be edited even when there is no GPRS signal.
- Data communicated between the server and the BlackBerry device is always encrypted to the highest standards.
- BlackBerry really is "always online", simply connecting via GPRS for an excellent user experience.
- Internet browsing is included within the fixed monthly tariff and means users are able to freely browse intranet and internet sites, regardless of location

(subject to corporate policies).

BlackBerry Functions include;

- Uses 'push' email technology via the GPRS network, no more wondering if you have new email



BlackBerry for GroupWise From Interchange Group



- Attachment viewing and handling
- Integrated voice capability with optional headset
- Send and receive emails without having to constantly connect
- Integrate your mobile email with your existing email account
- Send and file SMS messages & "Pier to Pier" messages (PIN Mail) with an easy to use QWERTY keyboard
- Update appointments to, and from, your Microsoft Exchange based desktop calendar
- Triple DES (Data Encryption Standard) security
- 32-bit processor and embedded RIM wireless modem
- Memo Pad for notes on the move

BlackBerry benefits include;

- BlackBerry will improve customer service
- BlackBerry provides accurate and secure communication
- BlackBerry provides excellent flexibility
- BlackBerry has an offline submission capability, so information can still be accessed and submitted when there is no GPRS Signal
- BlackBerry allows simple integration with existing IT systems

BlackBerry ROI;

A study of BlackBerry™ users by one of the top ten research firms in the world, Ipsos-Reid, has found that the value returned by BlackBerry in immediacy, productivity and direct cost savings can be nearly immediate.

- 94% of BlackBerry users agree that it has improved their ability to stay on top of their email
- 93% agree BlackBerry has allowed them to convert downtime into productive time
- The typical BlackBerry user reports they recover 53 minutes in downtime each work day
- Direct cost savings are achieved through decreased RAS, mobile phone and PDA/pager usage

BlackBerry with FlowFinity features include;

Extending your BlackBerry to use as a service management solution will provide effective, real-time communication with field staff. We can demonstrate the following benefits can be achieved;

BlackBerry for GroupWise From Interchange Group



- Increased productivity, extending enterprise solutions to the field including database enquiries and error-free updating
- Reduced cost, overhead will be reduced by eliminating the need to maintain constant two way radio operations with field staff. Reduced form filling, instead providing a time-stamped audit trail of communication. Reduction in use of private radio systems resulting from reduced need for voice communication. Reduced cost of mobile phones.
- Improved customer service, improved response to customers through real-time reporting of information.
- Accurate and secure communication, eliminating errors of traditional voice despatch & report-back.
- Greater flexibility, secure and fast with real-time monitoring, providing easy and flexible deployment with the widest available UK coverage for seamless use.
- Offline submission capability, to ensure field staff can enter data when they need to, without worrying whether they are in network coverage. The system will automatically transmit the data once in coverage again.
- Simple integration with existing IT systems – we will use open standards to allow the retrieval and updating of information with third party databases through standard data interfaces.
- Simple data storage. Collected data will be available via a standard web browser, and can be imported into Microsoft Excel, or third party databases for further analysis.



Solution Security

In 2006, according to Gartner, 70 percent of successful wireless local network (WLAN) attacks will be due to mis-configuration of WLAN access points and client software.

BlackBerry mobile data services are a cheaper and more secure option than public-access wireless LAN (WLAN) Wi-Fi hotspots for roaming employees.

BlackBerry Enterprise Software v4.0

BlackBerry Enterprise Software v4.0 continues to build on many of the core features that have already made the BlackBerry platform the leading wireless connectivity solution for the enterprise. It will offer customers improved ease-of-use, increased mobility, enhanced security and exceptional manageability, resulting in overall lower TCO and enhanced ROI potential.

The latest release of the BlackBerry Enterprise Solution will feature*:

- • Simplified Device Deployment for IT
- • Improved Wireless Security
- • Simplified Management and Tracking
- • Improved Corporate Data Access
- • Completely Wireless User Experience
- • Application Enhancements
- • General Improvements

Simplified Device Deployment for IT

- Wireless "cradle-less" provisioning
 - Users can securely self-provision, directly from their BlackBerry device.
 - BlackBerry Desktop Manager no longer needs to be installed on the users' desktops**.
- Handheld Configuration Tool
 - IT Administrators will be able to load device software and user data for multiple users simultaneously from a central location.
- Application Loader
 - The new separate Application Loader will provide device software upgrades to user computers from a central location.

Improved Wireless Security

- Two transport encryption options
 - Choose either Triple DES† or AES (Advanced Encryption Standard) to encrypt messages and data.
- Content protection
 - Local encryption of all data (messages, address book entries, calendar entries, memos and tasks) can be enforced via IT policy.
- Password Keeper

BlackBerry for GroupWise From Interchange Group



- The Password Keeper securely stores password entries on the device (e.g. banking passwords, PINs, etc.) using AES encryption technology.
- Wireless encryption key regeneration
 - Users can regenerate Triple DES encryption keys directly from their device.

Simplified Management and Tracking

- Increased IT control of BlackBerry devices
 - Device manageability improvements will allow IT Administrators to better track and manage key statistics of deployed devices.
 - IT Administrators will have the ability to specify which applications are required, allowed and prohibited; required applications are pushed to the device and installed wirelessly.
- Smart monitoring tools
 - Independent software processes monitor the BlackBerry Enterprise Server and all its components. If an operation fails, these processes will automatically detect faults and restart the appropriate functions.
- Seamless user moves between BlackBerry Enterprise Servers
 - Users are no longer required to connect their devices to their computer if IT moves them from one BlackBerry Enterprise Server to another.
- Wireless IT policies
 - Choose from dozens of IT policies that can be immediately pushed wirelessly to the users' devices.

Improved Corporate Data Access

- Improved extensibility
 - New development tools accelerate the creation of richer and more dynamic applications.
- Simplified web filters
 - IT Administrators can use normal web filtering rules for external URLs, and also allow users to access the corporate intranet.
- Increased control of application data
 - IT Administrators can control users' access to content via both push and pull models.
- Improved offline form submission

Completely Wireless User Experience

- Two-way wireless synchronization of email and organizer information
 - Users can now enjoy complete wireless synchronization of read/unread status, sent items and filing of messages.
- Users can remotely control settings directly from their device

BlackBerry for GroupWise From Interchange Group



- Users can wirelessly set and manage their out-of-office auto-reply, change email filters and update their auto-signature.
- Wireless Provisioning
 - Users can quickly and securely activate their devices wirelessly so they can start using BlackBerry even faster.

Application Enhancements – Now Even Easier to Use

- Enhanced attachment viewing
 - Image support (JPG, BMP, GIF, PNG and TIFF) with image manipulation controls (Pan, Zoom and Rotate).
 - Ability to view footnotes and tracked changes.
- Enriched BlackBerry Browser experience
 - Users can view more web sites from the device than ever before with support for JavaScript and displaying animated GIFs, as well as partial support for cascading style sheets.
- Phone enhancements
 - A to Z speed dialing and an improved user interface.
 - Improved call handling options when device is locked.
- Calendar enhancements
 - Users can accept appointments tentatively, with or without comments, and get notified of meeting conflicts.
- Task enhancements
 - Users can create recurring tasks and set a reminder date and time.
- Global Search
 - Users can simultaneously search the Address Book, Calendar, MemoPad, Tasks and Messages applications.
- On-device help
 - Application specific support information is now available on the device.

General Improvements – Making BlackBerry Even Better

- Pictures Application
 - Users can download a variety of image formats (JPG, GIF, WBMP and PNG) and store them on the device.
- Global Search
 - Users can search the Address Book, Calendar, MemoPad, Tasks and Messages applications simultaneously.
- Support for additional Address Book fields
 - Users can make use of additional phone number fields, home and work addresses and a URL.
- Sent Item synchronization

BlackBerry for GroupWise From Interchange Group



- Messages sent from the user's email client can now be sent to their device as a Sent Item.
- Application Delete
 - Users can delete installed applications from their device, similarly to how they do so on their PC using Application Loader.
- User adjustable backlight timeout
 - Users may specify a desired backlight timeout between 10 – 60 seconds.
- Reconcile Now
 - Users can trigger wireless email reconciliation even if no changes have been made on the device.
- Profiles improvements
 - A context-sensitive icon will be displayed on the Home Screen to let the user know which Profile is active.