BlackBerry

BlackBerry Technical Support Services

Your strategic support partner

Support matters

With mobile solutions increasingly driving essential business functions, even the smallest amount of downtime has the potential to disrupt productivity and negatively impact customers. The bring-your-own-device trend adds another layer of complexity with the need to securely manage both corporate- and personal-owned devices. In this mission-critical environment, support is a key component of any Enterprise Mobility Management (EMM) strategy. Yet not all support is created equal. You need a strategic partner who can reinforce your mobile business objectives.

Research In Motion® (RIM®) takes a holistic approach to Enterprise Mobile Computing, offering an end-to-end platform with devices, tablets, software, EMM, security, unified communications and applications, all complemented by direct-from-the-manufacturer services and technical support. We help you securely manage and support BlackBerry® OS, iOS and Android™ devices through BlackBerry® Enterprise Service 10. We provide everything you need to realize the full potential of your BlackBerry investment.

The BlackBerry solution improves the way you interact with your suppliers, partners, customers and internal teams. Supporting this environment is key. Our BlackBerry® Technical Support Services delivers the ultimate expertise, options and tools.

- We have been providing strategic technical support to BlackBerry customers for over 10 years
- We support BlackBerry customers in over 90 countries
- We support over 30,000 active servers and 5.5 million active enterprise devices around the globe
- We provide support to 1,000+ device customers across diverse industries, including Health Care, Public Safety, Finance, Public Sector, Education and more

BlackBerry Technical Support Services

BlackBerry Technical Support Services is a subscription program that provides direct access to the technical experts from RIM to help ensure your BlackBerry solution is performing to your expectations. With our support team on your side, you can reduce costly downtime and free up your resources to drive business productivity.

The BlackBerry support you need

Flexible
Provides highly responsive, customizable issue resolution options. Match your requirements to a level of support that meets your business objectives.

Focused
Gives a single point of contact for all your BlackBerry support needs. One support contract covers your entire mobile environment, from server to device.

Accessible
All levels provide easy, 24x7 access to support for your entire BlackBerry environment, now and into the future.

Comprehensive
Each support level includes BlackBerry® Training, BlackBerry certification vouchers, BlackBerry® Technical Webcasts and the monthly BlackBerry Solve Newsletter.

Empowering
All support levels come with access to the BlackBerry Expert Support Center – your one-stop self-service online resource that provides productivity tools, learning, and case management.

Preventative
Services focus on helping to avoid issues before they occur.

Three distinct levels of support are available globally to provide you with a wide range of choices that align to the level of expertise, assistance and resolution time that your business requires.

Value-added resources at every level
All three support levels include access to the online BlackBerry Expert Support Center, the BlackBerry Technical Webcast Series and the BlackBerry Solve Newsletter. These tools and information help increase your troubleshooting knowledge so you're better prepared to head off problems before they occur.

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.

Choose the support that will protect you best

Basic Support

When a quick response to support problems is important to your business, consider Basic Support.

- Technical issues can be called in by telephone, or submitted through the BlackBerry Expert Support Center, with a 4-hour anticipated response time when submitted electronically
- BlackBerry Technical Support Services experts and self-service tools increase your efficiency by helping to troubleshoot and resolve common problems
- This plan includes 2 Named Callers, plus BlackBerry Training opportunities and BlackBerry Certification exam vouchers

Advantage Support

Advantage Support provides an increased level of support for your BlackBerry environment. You get all of the benefits of Basic Support, with some key differences.

- 90-second anticipated response time for issues submitted by telephone and a 2-hour anticipated response time for issues submitted electronically
- Access to full version software upgrades at no additional charge
- Training and certification discounts to help you better manage the advanced features and capabilities of your BlackBerry solutions
- Includes 5 Named Callers

See the next page for an overview of optional services that make sense for your business and allow you to enjoy a closer relationship with your trusted partner, BlackBerry.

Premium Support

At our highest level of support, your business relies heavily on BlackBerry. You consider BlackBerry to be mission critical and you want the experts you engage with to develop an intimate knowledge of your deployment and mobility management goals.

- Includes a Support Account Manager (SAM) who is your trusted advisor at RIM and will proactively notify you of upcoming software releases, information or known issues that may be of interest
- Telephone access to the Direct Advanced Response Team (DART), our most experienced support team, to help resolve your technical support issues
- Preventive services, such as Change Management and Planning Services, Health Check Services[1] and customized on-site BlackBerry Training sessions are all included, helping you to head off issues before they arise
- Includes 15 Named Callers and secondary access for your Help Desk to gain assistance

Select optional services for your mission critical environment that provide an even deeper relationship with BlackBerry and align to what your business wants and needs from their Enterprise Mobility Management Partner.

Incident Reporting	Basic	Advantage	Premium
Your Team of BlackBerry Support Technical Professionals	Level 1 Associates[1]	Level 1 Associates[1] with option to purchase direct access to Level 2 Support Resources	Direct Advanced Response Team (DART)
Response Time – Electronic Ticket Submission	Within 4 Hours	Within 2 hours	Within 1 hour
Response Time – Telephone Ticket Submission	Average 90 Seconds[2]	Average 90 Seconds[2]	Average 90 Seconds[2]
Global Access	24x7[3]	24x7[3]	24x7[3]
Named Callers	2	5 with option to purchase more	15 with option to purchase more
Secondary Access Code for Help Desk			•
Direct Access to BlackBerry Support Professionals			
Level 1 Associates	•	•	
Direct to Level 2 Support Resources		Option (Bundled with SSS in Advantage Plus)	
Escalation Management: Support Service Specialist (SSS)		Option (Bundled with Direct to Level 2 in Advantage Plus)	
Highest level with Senior Analysts: Direct Advanced Response Team (DART)			•
Relationship based Support: Support Account Manager (SAM)			•
Monthly On-site Support: Designated Senior Technical Analyst (DSTA)[4,5,6]			Option
On-site Support When Needed: Tech-to-Site[5,6]		Option	Option
Secondary Support Account Manager			Option
Self Service Productivity Tools (Accessible through the BlackBerry Expert Support Center)			
Online Subscription Management	•	•	•
Online Case Management	•	•	•
Device and Handheld Tools (PIN Test Tool, Enterprise Activation Readiness, Email Troubleshooting Assistant)	•	•	•
Server Tools (Server Status Details, Server Installation Assistant, Server Management)	•	•	•
Access to initiate Proactive and Optimization Services		•	•
Access to Software Downloads	•	•	•
Access to Knowledge Tools	•	•	•
View Real-Time Status Indicator of the BlackBerry Infrastructure[4] + View Planned/Unplanned Event Details	•	•	•
Proactive Services and Software Optimization Tools			
Proactive SAM engagement regarding BlackBerry Infrastructure[4] Notification			•
Health Check Services[7]		Option	•
Change Management and Planning (Assistance with Upgrades, Migrations and Installations)		Option	•
Performance and Load Testing Tools[6]			•
Continuity of Operation Alerts[6,8]			•
Direct Enterprise Connection (DEC)[5,6,9]			Option
Program Rewards and Benefits			
BlackBerry Software Service Packs and Hotfixes[10]	•	•	•
BlackBerry Software Upgrades[10]		•	•
Renewal Discounts on BlackBerry Technical Support Services subscription for Certified Named Callers	1% discount per Named Caller up to a maximum of 2%	1.5% discount per Named Caller up to a maximum of 7.5%	2% discount per Named Caller, up to a maximum of 10%
Enterprise Licensing Program for Volume Pricing[11]	Option	Option	•
Knowledge Tools			
Monthly BlackBerry Technical Webcast Series	•	•	•
Monthly eNewsletter – BlackBerry Solve	•	•	•
Access to those who know the BlackBerry solution best	•	•	•
Access to Knowledge Based Articles	•	•	•
Web Based Training	•	•	•
Access to Training[5,6] (Open Session and On-Site)		Receive a 50% Discount on Open Session Training for each of your Named Callers	4 days On-site Instructor Led Training Included[12]
Free Certification Vouchers Towards Exams	One BlackBerry Certification Program exam voucher for each Named Caller	One BlackBerry Certification Program exam voucher for each Named Caller	One BlackBerry Certification Program exam voucher for each Named Caller

Customers at the Advantage and Premium support levels can elect to purchase the following optional services.

Optional Services

Advantage

Direct to Level 2 Support Resources

Bypass the general support queue and have your technical issues routed directly to a more experienced pool of support analysts: Level 2 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 and problem resolution.*

Support Service Specialist (SSS)

Get access to a team of trained escalation professionals who can help manage escalated issues through to resolution, and who will conduct quarterly program reviews with your BlackBerry staff. This team will also liaise with the Problem Management team for issues of a critical nature to ensure that your issue receives the appropriate amount of attention based on the severity and priority rating. The combined efforts of this team result in faster resolution times and a more well rounded support experience.*

Health Check Services[7]

Identify areas within your environment that are the likely cause of existing issues and/or items that may cause future issues. This service includes a findings report that may provide recommendations for increasing supportability and functionality of your BlackBerry environment.

Change Management Planning

Receive proactive technical and functional review of your technical implementation plan by the BlackBerry Technical Support Services team. You can request this in advance of a BlackBerry solution upgrade or migration within your environment. A security review is included to help you prepare for BlackBerry® 10 to ensure your current environment is closely mimicked in BlackBerry Enterprise Service 10.

Premium

Designated Senior Technical Analyst (DSTA)

Your DSTA[4,5,6] is your primary technical contact, working with you and your SAM to help ensure complex deployments are stable and highly secure. Whenever you submit an issue, your DSTA is immediately notified and takes ownership of those that are critical and serious. Through this relationship, and with monthly on-site visits, the DSTA gains familiarity with your infrastructure, which enables expedited troubleshooting of issues and strategic planning for future projects.

Direct Enterprise Connection (DEC)

Direct Enterprise Connection (DEC) provides a dedicated connection between your BlackBerry® Enterprise Server environment and the BlackBerry® Infrastructure.[5,6,9] Using a customer-initiated Multi-protocol Label Switching (MPLS) connection, this option allows you to bypass the Internet and access a designated pool of bandwidth rather than a shared general pool. RIM monitors specific aspects of your MPLS connection to the BlackBerry Infrastructure, identifying potential issues or outages alerting you, when appropriate, and assisting with investigation and resolution in order to help you maintain business continuity.

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 on-site.[5,6]

Secondary Support Account Manager (SAM)

This service is a practical solution when you have IT centers located in different time zones than your primary SAM, or 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.

For more details on optional services that are available, please visit blackberry.com/btss

*Offered as an individual service or part of the Advantage Plus Bundle.

Footnotes

1 Basic and Advantage may be provided in Spanish and Brazilian Portuguese where available.

2 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.

3 BlackBerry Technical Support Services availability may be subject to maintenance and technical requirements.

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

5 Service not available everywhere. Please contact your RIM representative for details.

6 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.

7 Optional Health Check Service for Advantage Support includes 1 report for 1 registered SRP or 2 reports for 3 registered SRPs. Health Check Service for Premium Support includes 4 reports for 5 registered SRPs.

8 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.

9 Multi-protocol Label Switching connection through a RIM MPLS Partner required. Costs for this MPLS connection are not included with BlackBerry Technical Support Services. Please contact your RIM representative for details and requirements.

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

11 Minimum 1000 CALs required to enter program.

12 If there isn't a suitable location to host the Training at the subscribing organization and an offsite location is required, these costs are not included.

Let's get ready for BlackBerry 10

The BlackBerry 10 Readiness Services are designed to help provide a seamless experience for your transition to BlackBerry 10.

BlackBerry Technical Support Services customers enjoy preferential pricing for the following services:

- Change Management and Planning
- Change Management and Planning with Remote Installation
- Change Management and Planning with Migration Services
- Applications Development Services
- Training

For more information please see the datasheet entitled "BlackBerry 10 Readiness Services" or visit blackberry.com/blackberry10ready

Learn more at blackberry.com/btss

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