

BT Managed BlackBerry®

With increasing numbers of employees on the move, BT Managed BlackBerry® is a fully managed BT solution for bringing the benefits of BlackBerry to all your employees, enabling you to mobilise your business processes and optimise productivity.

Service description

BT Managed BlackBerry is a cost-effective way to manage a large fleet of mobile devices, bringing you all the benefits of the BlackBerry device but through a fully managed solution.

It enables you to offer e-mail on the move to as many employees as need it, supported by BT's presence and resources across Europe.

The service, which is independent of your mobile network operator, can reduce the cost and difficulty of managing BlackBerry devices by providing an end-to-end solution that encompasses local provision of airtime, devices and accessories, support, negotiation of new contracts and device upgrades.

But it goes much further than that. BT provides everything necessary to integrate BlackBerry data services with existing e-mail environments quickly, efficiently and securely – including technical design and help with deployment of the BlackBerry solution.

Key Benefits

BT Managed BlackBerry offers a wide range of benefits which enable you to:

- **Reduce the complexity of managing handheld devices**
BT Managed BlackBerry service enables you to have one single point of contact and one contract for all your mobile e-mail needs, across countries and across different mobile networks. From providing tailored billing in local currency to enabling the provision of the BlackBerry solution in locations not served by a local operator, the service is fully managed in line with your needs.
- **Improve the effectiveness of sales and field staff**
By giving field and mobile workers the opportunity to use the BlackBerry to access their e-mail and other key applications wherever they may be, you help them to stay in touch and receive vital information quickly. That in turn means they are able to act on information in a more timely way, and seize all opportunities as they arise.

- **Enhance collaboration and team working**

Using the BlackBerry, mobile workers can remain in constant e-mail communication with their colleagues, enhancing team working.

- **Manage costs more accurately**

As it is designed as a corporate service and comes with comprehensive support, BT Managed BlackBerry enables you to predict and manage the costs of supporting e-mail on the move more accurately, and reduce the complexity associated with maverick purchasing.

- **Support staff no matter where they are**

As integral elements of the BT Managed BlackBerry service, your staff can benefit from helpdesk support and rapid replacement of lost, stolen or damaged devices, as well as comprehensive data backup.

Benefits at a glance

- Reduce the complexity of managing handheld devices
- Improve the effectiveness of sales and field staff
- Enhance collaboration and team working
- Manage costs more accurately
- Support staff no matter where they are



Key Features

BT Managed BlackBerry offers the following key features:

- **Centralised procurement**
BT Managed BlackBerry gives you access to BT for central procurement for devices and accessories as well as providing a single point of contact to manage the full lifecycle of your solution across Europe.
- **Immediate replacement in case of failure, damage, loss or theft**
If a BlackBerry device is reported lost or stolen then it is automatically disabled next time a connection is attempted. Replacement devices can be delivered to you fully loaded and tested within 24 hours (UK), or 48 hours anywhere else in Europe.
- **Data backup for business continuity**
Information on BlackBerry devices is backed up remotely and can be rapidly restored if necessary. Backup of configurations and customer-specific applications on data cards is also available, allowing for swift data recovery.
- **Triple DES encryption**
All information sent to the BlackBerry can be encrypted, ensuring the integrity of your corporate data. Security is available not only to protect data while it is being downloaded to or transmitted from a BlackBerry device, but also while it is stored on the device. Moreover, BT can provide strong authentication and other measures to prevent device misuse.
- **OTA updates**
The BlackBerry can be used to support personal calendars, with updated appointments sent to devices without needing to synchronise with a desktop.
- **Optional phone capacity**
If desired, the BlackBerry can be used to make and receive voice calls.
- **Multilingual helpdesk support**
BT's multilingual helpdesk provides users with access to support for the devices and guidance on best practice. BT also offers classroom and web-based training for users.
- **Tariff and usage analysis**
BT will analyse user and market data to ensure you achieve the best possible tariffs for your needs. We will also help you to avoid expensive abuse by users and identify the most efficient and cost-effective ways for your mobile fleet to operate.

Features at a glance

- Centralised procurement
- Immediate replacement in case of failure, damage, loss or theft
- Data backup for business continuity
- Triple DES encryption
- OTA updates
- Optional phone capacity
- Multilingual helpdesk support
- Tariff and usage analysis

Why BT?

BT's strategic relationship with RIM, the manufacturers of the BlackBerry, means we can offer your business a world-class service, which includes BlackBerry solution development and integration skills.

What's more, our European presence ensures you can make the most of the managed service wherever you are, as well as enjoying BT's high-quality support and service. With over 3,000 users at BT already benefiting from BlackBerry, we have the proven experience in large-scale rollout and deployment of the Managed BlackBerry service.

For more information on deploying the Managed BlackBerry service in your organisation, contact your account manager or visit www.bt.com/globalservices



Offices worldwide

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