



As a RIM Systems Integrator Partner, Vox Mobile can support all areas of your BlackBerry environment through our different professional service offerings.

---

### **BlackBerry Infrastructure Assessment**

Infrastructure Assessments provide the customer with a complete review of their BlackBerry environment including:

- Installed Hardware
- BES Versioning and Component Topology
- Enterprise Messaging, Network and Domain Connectivity
- Enterprise Server Configuration

### **Migration/Upgrade Planning & Deployment**

Provide best practices when implementing a switch-over to a new platform, upgrading to the latest BlackBerry smartphone or BES software including:

- Migration/upgrade project plan
- Analysis data collection document
- Design review document
- Migration and/or Upgrade services checklist

### **High Availability/ Monitoring Planning & Deployment**

High Availability / Monitor planning provides detailed design and implementation reviews, as well as guidelines and suggestions for maintaining a BlackBerry Enterprise Solution that facilitates business continuity. Partner solutions will also be presented to offer options for getting the most out of your BlackBerry environment. Customers who view the BlackBerry Enterprise Solution as mission critical will want to implement both the appropriate tools, and the supporting processes.

### **Application Extension Training**

For customers who are looking to implement and integrate the BlackBerry Enterprise Solution into their applications, proper planning and design are critical. Whether the design includes services such as BlackBerry browser, BlackBerry Mobile Data System (MDS), Rapid Application Development (RAD) or Java application development our design, planning and training service provides the guidance to meet these enhanced needs.

### **BES Admin Training**

Vox Mobile will provide training for the IT administrators covering a number of areas to help manage your BES environment.

- Introduction to BES server environments including BlackBerry Infrastructure, PIN based communication and activation data flow.
- Administration of BES server demonstration showing how to manage Adding/Removing users, IT Policy, Resending service books, Role based administration, User groups, Software configuration policies, Security administration and Deployment.
- Configuration Best Practices including Device Imaging, Device settings, Device deployment and Hardware and Software Upgrades.
- Basic BES Infrastructure Assessment on the Messaging platform, Hardware location, Network allocation and User count/location

*Professional Services are managed based upon a Scope of Work completed prior to project kick-off.*

---