



BlackBerry® Enterprise Server EXPERT SERVER SUPPORT

When you need it most our BlackBerry® Certified Professionals are Standing By to Help

As the very first RIM Certified Systems Integrator and a BlackBerry® Alliance Elite Member, we understand the mission critical nature of your BlackBerry® environment. That's why Vox Mobile has been providing 24 x 7 x 365 Expert Server Support for BlackBerry® environments since 2006 . With over 200 customers and 1,000 BlackBerry® Enterprise Servers supported, Vox Mobile has developed a comprehensive knowledge base and unsurpassed expertise when it comes to troubleshooting issues and ensuring that your mission critical mobile messaging platform is operating at peak performance. As a result, over 95% of our Expert Server Support Customers renew their support agreements with us.

With our support centers located in Cleveland, OH and Austin, TX you'll be assured that your dedicated BlackBerry® Enterprise Server technical support team will always be there when you need it most.

Dedicated Level-Two Support Professionals Provide Relationship-Based Technical Support

Vox Mobile's BlackBerry® Certified Professionals take pride in not just providing expert BlackBerry® Enterprise Server support but understanding your environment, your objectives and the evolution of your mobile enterprise to ensure that your needs are met now and in the future. You'll have direct access to your dedicated team of BlackBerry® Certified Professionals that invest in understanding your needs and objectives. In addition, your Vox Mobile dedicated support team will triage outstanding technical issues, manage escalations and provide comprehensive reporting and status updates.

A simple, affordable model to ensure your evolving mobile enterprise infrastructure is supported

Vox Mobile provides two levels of BlackBerry® Enterprise Server - Expert Server Support to meet the needs of your organization. Most Small and Medium Business customers select our Expert Server Support Essentials program while Large Enterprises select our Expert Server Support Comprehensive program. If you're expanding beyond BlackBerry® in your enterprise we also offer Expert Server Management solutions for the greatest breadth of Mobile Device Management platforms to assist you in managing and supporting a hybrid environment.

BlackBerry® is a registered trademark of Research In Motion



VOXDELIVERS:

Expert Server Support for Your BlackBerry® Environment

200+ Enterprise Customers

1000+ BES Servers Supported

95% Customer Renewal Rate

24x7x365 Expert Support

- A Flexible and Affordable Support Option for Your BlackBerry® Servers
- The Industry's Best Dedicated, Relationship-Based Technical Support
- Software Releases; Service Pack Maintenance Releases and Full Version Upgrades Provided
- Web Portal for Incident Creation, Ticket View, and Knowledge Base
- Discounted CAL Program
- Optional Dispatch of a Vox Mobile BlackBerry® Certified Engineer to Your Location for On-site Troubleshooting
- Optional Infrastructure Assessment
- Optional BES Migration Services