

BlackBerry Enterprise Consulting – Technical Staff Augmentation

Program Description (“Technical Staff Augmentation”)

This document provides a general description of the services to be provided. BlackBerry reserves the right to periodically change information in this document; however such changes will only apply to services contracted for after such change is made.

STAFF AUGMENTATION

INTRODUCTION

BlackBerry Enterprise Consulting Technical Staff Augmentation provides a dedicated resource, focused on large scale customers ongoing successful BlackBerry Software Platform deployment. This expertise can include Unified Endpoint Manager (UEM), BlackBerry Dynamics, BlackBerry Enterprise Mobility Server (BEMS), BBM Enterprise, WorkLife, and Workspaces. BlackBerry Enterprise Consulting provides Technical Staff Augmentation on a fixed rate basis (the “Engagement”).

The Engagement covers a 9am-5pm day, with a 60 minute break for lunch, Monday to Friday (excluding bank/statutory holidays), and the time can be used to suit a customer’s needs.

RESPONSIBILITIES AND KEY AREAS OF FOCUS

Daily, customer needs and focus will change. Having a BlackBerry expert on the team enables an additive and flexible resource to support multiple facets of your business.

The resource is technically skilled to complete BlackBerry software implementation tasks autonomously and this is a hands-on infrastructure role.

Areas of focus could include, but not be limited to:

Configuration Management

- Performing upgrades, migrations, new infrastructure implementation
- Deployment maintenance and readiness
- Maintain documentation of customer environment
- Frequent review of infrastructure to ensure integrity, compliance, and optimal runtime
- Operate, administrate BlackBerry platform test and production infrastructure, where applicable

Deployment Planning and Support

- Ongoing BlackBerry platform architecture and design consulting, including High Availability/Disaster Recovery
- Oversight and implementation of early access server and client releases
- Server upgrade planning, oversight and new product training
- Lead new technology and migration planning (UEM-BlackBerry Work and beyond)

Process Improvement

- Internal customer help desk oversight to improve issue resolution and response times. Acting as Tier3 technical resource, as needed
- Creation and maintenance of customer specific blackberry platform operations manual
- Coach and document on solution management and best practices
- End user self-service and provisioning optimization, with focus on rapid solution rollout and adoption.

Communication Management

- Proactive outreach to customer technical and LOB teams on BlackBerry platform updates and features.
- Liaison between BlackBerry and customer Project Management Office. A champion of the customer to BlackBerry.
- Liaison with customer communications team for BlackBerry related company and end user notifications
- Collaborate with BlackBerry resources and customer project teams on action items, feature requests and company initiatives

DELIVERABLE ACCEPTANCE CRITERIA

The Engagement is unstructured and has no deliverables attached.

SKU

PS.CONSULT

CUSTOMER RESPONSIBILITIES

- a. The customer must provide appropriate resources to attend technical kick-off and design session on the commencement date.
- b. The customer must provide BlackBerry representatives with information and resources to successfully execute the staff augmentation. This can include, without limitation, providing access and credentials to systems, completing installation prerequisites, providing project resources, and attendance in planning, execution, or training meetings.
- c. Customer will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review.
- d. Customer must ensure it has the necessary escalation and communication channels to resolve any blockers in a timely manner, including dependencies on third parties and customer's other vendors, suppliers, and consultants.
- e. Where customer requires troubleshooting or issue resolution, then this may be handed over to the BlackBerry Technical Support team for further in-depth investigation as part of customer's technical support/maintenance subscription. All cases pending with BlackBerry Technical Support will have no bearing on Engagement closure or acceptance.
- f. If BlackBerry Enterprise Consulting should travel to a customer location for the delivery of this Engagement, there will be additional travel and expense costs. These travel and expense costs can be paid for prior to the engagement, or at actuals, at engagement completion.
- g. The customer shall provide at least forty-eight (48) hours' notice for the cancellation or postponement of any work already scheduled as part of the Engagement. In such scenario of a cancellation or postponement and/or if customer fails to meet or fulfil any of the specified customer responsibilities or requirements in this Engagement and such failure results in a delay in the Engagement in any way, BlackBerry reserves the right at its sole discretion to terminate the engagement without refund, or to charge the customer for additional resources at BlackBerry's current daily rate of \$2,500 USD for the delay period.
- h. Customer must have a right to use the software and licenses. This requires that the customer must have purchased, or have converted, the appropriate license rights to the target environment.
- i. Hardware requirements are the responsibility of the customer, and it is the customer's responsibility to ensure the hardware requirements are met prior to the upgrade in accordance with BlackBerry's Software and hardware requirements to accommodate current version of BlackBerry Software being installed.
- j. The customer is responsible for third-party software, hardware, or services outside of the BlackBerry software installer. The customer is responsible for installations/upgrades/configurations/etc identified by BlackBerry in the initiation phase. BlackBerry is not responsible for issues that result of the customer not completing the prerequisites for installation, or third-party service outages and issues that prevent the BlackBerry representative from performing the installation in accordance with BlackBerry standards.
- k. End user education and enablement of end user mobile devices.

BlackBerry may subcontract all or a portion of the services and/or have the services performed by one of its affiliates.

BlackBerry Enterprise Consulting offers additional consulting and educational offerings. To learn more about these offerings, please go to: <https://ca.blackberry.com/enterprise/enterprise-consulting> and <https://www.blackberry.com/ca/en/services/professional-services/blackberry-cybersecurity-consulting>

Note: the services described in this Program Description are subject to the terms and conditions of the Business Services by BlackBerry Terms at <https://ca.blackberry.com/legal/technical-support-terms>.

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