



 **BlackBerry**<sup>®</sup>



# BLACKBERRY *PROFESSIONAL* SERVICES

Save Time and Money With Expert EMM Guidance

# Save time and money with *expert* EMM guidance

No matter how large or small the organization, preparing for an enterprise mobility rollout requires planning and knowhow. BlackBerry® Professional Services are designed to help evolve your mobile strategy and can meet even the most complex and demanding requirements.

While all BlackBerry software and services are designed to be easy to implement and optimize, every organization has unique needs, different levels of in-house mobility expertise and competing stakeholder priorities. BlackBerry Professional Services can help you through every phase of your mobility journey. Whether you're currently planning a migration to one of the Good® Secure EMM Suites, or you're ready to expand your existing deployment, BlackBerry® can support you with expert guidance, knowledge and experience.

## *Support* through every phase

BlackBerry Professional Services experts will help you organize and plan your project; implement and deploy it quickly and efficiently; and offer long-term support to ensure maximum uptime. Consulting services are available for the entire BlackBerry® multi-OS EMM Platform, including BES®12, WatchDox® by BlackBerry, and all the Good Secure EMM Suites.

# Services to suit the *size* of your business

## Jumpstart Programs

(For large enterprises with  
more than 250 EMM users):

A highly-skilled engagement team will conduct a thorough evaluation of your current mobility environment, including security policies, existing infrastructure, workflows, pain points, and short- and long-term mobility goals. From there, they will design, configure and install your platform, working alongside your key IT staff to ensure they are properly trained to operate the production platform. A BlackBerry project manager will review the project accomplishments, discuss the final deployment configuration and explain how to best engage BlackBerry Technical Support moving forward.

## Quickstart Programs

(For small-medium sized businesses,  
with fewer than 250 EMM users):

Receive expert direction and insights to help you cost effectively kick-start development of a custom mobility strategy for your organization. Our experts will install and configure your chosen platform and ensure that your team is well trained. Our experts will meet with you to make sure all goals have been met and that you are completely satisfied.





# Strategic Services

## Develop a Mobility Strategy and BYOD program faster with BlackBerry's consultants

BlackBerry Professional Services offers strategic business consulting to help enterprises address mobility-based challenges, maximizing mobile application deployments, mobile adoption and end-user productivity. Key areas of focus for our services include:

Mobile Application Strategy Consulting Guidance to build a strategy and blueprint to yield productivity gains

- › Consulting on Mobile Governance models and Mobile Application Lifecycle Management
- › A structured approach to developing a Mobile App Blueprint

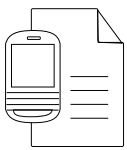
BYOD Policy Construction Guidance and organization to develop a Bring Your Own Device policy

- › Provide consulting direction around device ownership options to meet business objectives
- › A structured framework for completing a Bring Your Own Device Policy

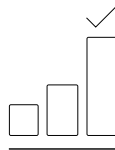
BYOD Rollout Consulting Assist with Rapid End-User Solution Adoption

- › Expert planning to engage end users to achieve your BYOD adoption goals
- › Structured interactive virtual or in person events to educate and empower end users to rapidly adopt and understand new mobility solutions

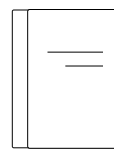
# BlackBerry Professional Services experts can work with *you* so that you can:



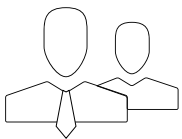
**Evolve** your business mobility needs faster by developing a mobile application strategy with expert consultants at the lead.



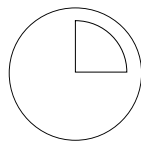
**Execute** well-planned deployments that are effective and efficient, helping maximize your mobile ROI and increasing employee productivity.



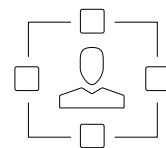
**Educate** all key teams in your enterprise.



**Train** IT and support staff to prepare them for day-to-day operation in full production mode.



**Prepare** enterprise app developers to build business-specific mobile applications.



**Augment** existing IT and developer teams with subject matter expertise in the BlackBerry multi-OS EMM Platform.



## Why the world's most successful organizations trust BlackBerry expertise:

- ✓ Real-world experience, around the globe. We deploy and transition customers to the BlackBerry multi-OS EMM Platform on a daily basis.
- ✓ Through detailed upfront planning and proactive project management, BlackBerry delivers a high success rate.
- ✓ You'll save time, resources and money by leveraging BlackBerry Professional Services to do the work for you.
- ✓ Customer-specific platform design done right the first time. At project completion, we make sure that you have a scalable production implementation that's ready to support your long-term business needs.
- ✓ We believe that the end-user experience is as important as new technology deployment. Targeted training and ongoing support increase employee productivity and self-sufficiency.

# How will we work with you?

To focus the scope of an enterprise's secure mobility platform project, BlackBerry Professional Services works with the IT department to roll out its deployment in phases, prioritizing key functionality. Our approach follows this general pattern: Planning, Design, Implementation, End-User Rollout and Support. The bullet points below describe typical steps we take when supporting the launch of an enterprise-level EMM solution, for example:

## Planning

- › Understand your company's current mobile security position and mobile application strategy
- › Capture key project data: Objectives, stakeholders, environment specs, mobile application requirements
- › Deliver solution overview training to your project team
- › Identify training requirements and product customizations
- › Define testing and mobile device strategy

## Design

- › Design long-term solution architecture
- › Define user and application provisioning and rollout
- › Establish capacity, reporting, and monitoring requirements
- › Outline solution policies and compliance requirements
- › Create a disaster recovery strategy and test cases

## Implementation

- › Prepare messaging and server environment for deployment
- › Deploy infrastructure and application servers to design specifications
- › Configure monitoring and reporting requirements
- › Initiate testing: server, device, reporting, monitoring, and confirm results
- › Train IT, support, and mobile developer teams

## End-User Rollout and Support

- › Create and execute employee communication plan
- › Initiate provisioning plan
- › Assist with user deployment and education
- › Review solution roadmap and define future mobility plans
- › Monitor infrastructure and user provisioning; perform corrective actions

For more information on BlackBerry Professional Services offerings, visit [blackberry.com/proservices](http://blackberry.com/proservices)

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