



Informed.

BlackBerry for Public Safety Organizations

The Complete Wireless Solution for Public Safety Organizations

The BlackBerry Enterprise Solution™ is a complete wireless solution for connecting public safety personnel and officials to the colleagues, communications and information they depend on throughout the day. It equips mobile users with timely wireless access to criminal records, emergency operating procedures, alert notifications, incident reports and other important information, in addition to email, voice communications** and organizer applications.*

The BlackBerry® Enterprise Solution is designed to provide the tools public safety organizations require to go wireless: BlackBerry Enterprise Server™ software, wireless devices, wireless network service** and essential support programs and services. It's a fully integrated wireless solution with advanced security features that allows public safety organizations to quickly and cost-effectively extend information residing in continuity of operations (COOP) plans, emergency management applications, dispatch and scheduling systems and more.

The BlackBerry Enterprise Solution provides wireless access to*:

- Email
- Voice communications
- Internet and intranet
- Database queries
- Dispatch and scheduling information
- Alerts and notifications
- Electronic data collection forms
- Continuity of operations (COOP) plans
- Emergency response information
- Contacts
- Calendar
- And more

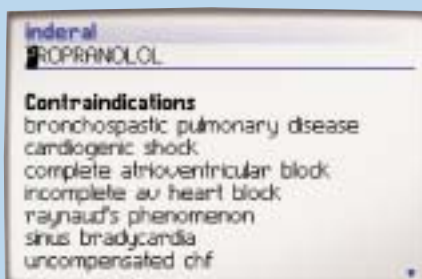
Empower Public Safety Professionals

The BlackBerry Enterprise Solution can help enhance the effectiveness and efficiency of personnel and officials belonging to law enforcement agencies, fire departments, border and transportation security agencies, emergency management departments and other public safety organizations. It connects mobile users to centralized information and resources so they can:

- **Increase responsiveness** - The BlackBerry Enterprise Solution allows first responders to improve their ability to provide timely responses to incidents and emergencies. It also enables first responders to be alert and ready with wireless notifications, such as APBs, Amber Alerts, dispatch information and incident reports.
- **Make informed decisions** - The BlackBerry Enterprise Solution allows law enforcement officers and first responders to act on the best information available by providing wireless access to criminal databases, updated photos of suspects and wanted persons and emergency response procedures.* With the BlackBerry Enterprise Solution, public safety personnel can wirelessly receive appropriate guidance that can help them reduce injury and loss of property.
- **Enhance mobility** - The BlackBerry Enterprise Solution allows field operations personnel to choose from a wide range of portable wireless devices that provide automatic, "push" based information access capabilities. With BlackBerry devices and BlackBerry enabled devices, mobile users can easily and discretely access information and communications while in the field.
- **Increase efficiency** - The BlackBerry Enterprise Solution allows public safety officials and personnel to spend more time in the field working with the community, patrolling or providing emergency services. It enables mobile users to keep in touch with important colleagues and office information while on the go.

Be Prepared With Access to Important Public Safety Information:

In addition to email, phone, calendar and address book information, the BlackBerry Enterprise Solution provides mobile users with wireless access to additional information sources that can help direct their actions, including Amber Alerts, APBs, criminal records, emergency response procedures and more.*



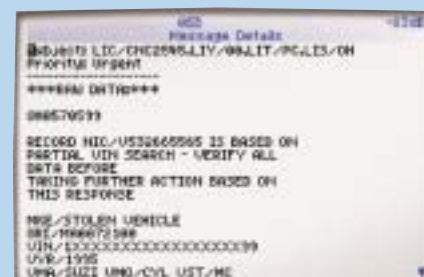
Emergency medical services



Continuity of operations (COOP)



Emergency preparedness



Law enforcement look-up

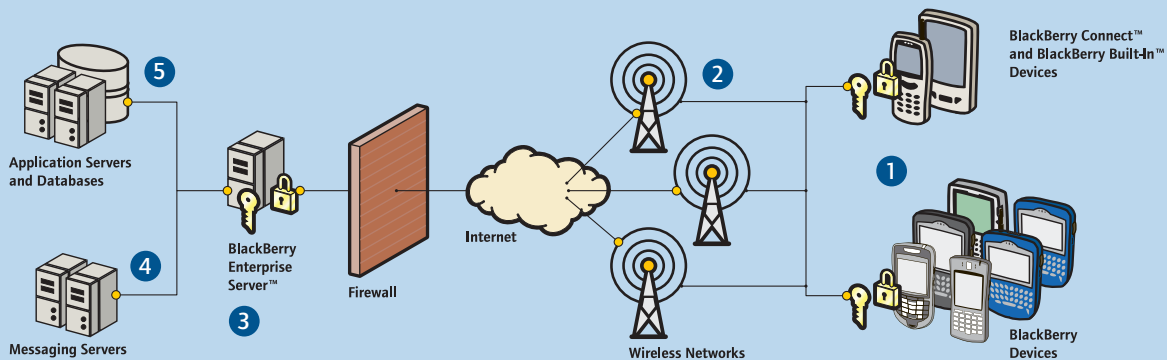
Improve Public Service

Public safety organizations can use the BlackBerry Enterprise Solution to help increase the effectiveness of their operations. With the BlackBerry Enterprise Solution, organizations can:

- **Improve service delivery** - The BlackBerry Enterprise Solution is designed to help public safety organizations remain proactive by supporting timely communication and notifications around the clock. Using the BlackBerry Enterprise Solution, public safety organizations have the ability to wirelessly monitor evolving situations and quickly coordinate appropriate responses.
- **Achieve cost reductions** - The BlackBerry Enterprise Solution allows public safety organizations to benefit from significant cost savings by providing their mobile users with self-serve access to information. It allows field personnel to access crime databases, perform ID checks and run license plates themselves, without requiring administrative support from staff at headquarters.* Forms-based data collection applications for the BlackBerry Enterprise Solution also have the ability to speed the flow of information, increase data accuracy and eliminate re-entry of information gathered during inspections, surveys, investigations and interviews.
- **Maximize information security** - As the foundation of the BlackBerry Enterprise Solution, BlackBerry Enterprise Server provides advanced security features that allow public safety organizations to meet strict requirements for information integrity and confidentiality. Using "end-to-end" Triple DES[‡] or AES encryption, data remains encrypted at all points between BlackBerry devices and BlackBerry Enterprise Server.
- **Increase ROI** - The BlackBerry Enterprise Solution provides public safety organizations with the ability to wirelessly extend their existing applications and systems without having to rebuild or replace them. By leveraging existing applications and systems, it allows organizations to extract more value from their technology investments.
- **Improve emergency preparedness** - The BlackBerry Enterprise Solution allows government and public sector organizations to improve their responsiveness to emergency situations by placing key continuity of operations information in the hands of mobile workers. With the BlackBerry Enterprise Solution, first responders and decision-makers can wirelessly access information, such as emergency response procedures, contacts, maps, policies, floor plans and more, enabling them to make informed decisions while they're on the go.

BlackBerry Enterprise Solution Architecture

The BlackBerry Enterprise Solution provides a flexible, IT friendly wireless solution that allows organizations to extend public safety information and systems. Key elements of the BlackBerry Enterprise Solution architecture include:



- 1 **Broad selection of devices** - Organizations can choose from popular BlackBerry devices, as well as BlackBerry Connect and BlackBerry Built-In devices from leading manufacturers.†
- 2 **Support for global carrier networks** - Organizations can choose their preferred wireless networks and service providers.
- 3 **Robust server software** - BlackBerry Enterprise Server software provides advanced security features, manages connectivity between wireless devices, applications and networks and enables "push" based delivery of content and data—all from behind the corporate firewall.
- 4 **Integration with messaging servers** - The BlackBerry Enterprise Solution provides a wireless extension of IBM® Lotus® Domino®, Microsoft® Exchange and Novell® GroupWise® messaging and collaboration servers.
- 5 **Wireless extension of application servers and databases** - The BlackBerry Enterprise Solution provides the tools required to wirelessly extend databases and other public safety information systems and applications.

The Proven, Trusted Wireless Solution

The BlackBerry Enterprise Solution is a leading wireless solution for public safety organizations. Deployed by thousands of government agencies, bureaus and departments, the BlackBerry Enterprise Solution connects mobile users to important information and communications while they are in the field. Many public sector organizations consider BlackBerry vital to successfully protecting public safety.

"Not only do members and staff depend upon BlackBerry for daily communications and business operations, the House relies on it for notifications and communications in emergency situations."

James Eagan III, Chief Administrative Officer, U.S. House of Representatives

"This past year, there has been a sense of urgency to implement secure, reliable, wireless communication technology that enables us to easily get information to FDNY staff during emergency situations."

Sal Cassano, Chief of Operations, Fire Department New York

"The public has responded well to BlackBerry and it is helping us to do our jobs more effectively."

Paul Friday, Head of Information Systems, West Yorkshire Police

Why Choose the BlackBerry Enterprise Solution?

- Complete solution for extending information wirelessly
- Advanced security features
- Easy to deploy, manage and use
- Compelling return on investment potential
- Award-winning, proven solution used around the world
 - Over 2 million subscribers
 - Availability and support on over 50 networks in more than 30 countries

BlackBerry Meets Strict Government Requirements:

- Advanced security features with Triple DES[†] or AES encryption
- Support for S/MIME^{***}
- FIPS-140 validations for BlackBerry device and server software
- Access to email and data behind the firewall
- Trusted and deployed by federal, state and local governments, Department of Defense and civilian agencies

To Purchase

Purchase the BlackBerry Enterprise Solution by contacting your wireless service provider.

For More Information

Obtain additional information on how the BlackBerry Enterprise Solution can empower public safety field personnel and officials in your organization:

Visit: www.blackberry.com/gov

Email: government@blackberry.net

* Certain features outlined in this document require a minimum version of BlackBerry Enterprise Server software, BlackBerry Desktop Software, and/or BlackBerry handheld software and may require additional third party software or development for access to corporate applications. Prior to subscribing to or implementing any third party products or services, it is your responsibility to ensure that the service provider you are working with has agreed to support all of the features of the third party products and services. Installation and use of third party products and services with RIM's products and services may require one or more patent, trademark or copyright licenses in order to avoid infringement of the intellectual property rights of others. You are solely responsible for determining whether such third party licenses are required and are responsible for acquiring any such licenses. To the extent that such intellectual property licenses may be required, RIM expressly recommends that you do not install or use these products and services until all such applicable licenses have been acquired by you or on your behalf. Your use of third party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third party products and services and RIM assumes no liability whatsoever in relation to the third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages. ** Check with service provider for service, availability, roaming arrangements, service plans and features. *** Available for BlackBerry Enterprise Server for Microsoft Exchange only. † Available for BlackBerry Enterprise Server for Microsoft Exchange and BlackBerry Enterprise Server for Lotus Domino only. ‡ Features and functionality of BlackBerry Connect and BlackBerry Built-In enabled devices may vary from device to device.

© 2004 Research In Motion Limited. All Rights Reserved. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties and trademarks of Research In Motion Limited. RIM, Research In Motion, "Always On, Always Connected" and BlackBerry are registered with the U.S. Patent and Trademark Office and may be pending or registered in other countries. IBM, Lotus and Domino are trademarks of International Business Machines Corporation in the United States, other countries, or both. Microsoft is either registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. Novell and GroupWise are registered trademarks of Novell, Inc. in the United States and other countries. All other brands, product names, company names, trademarks and service marks are the properties of their respective owners. Printed in Canada. MAT-08802-001

