



Extend.

BlackBerry for IT Professionals

The Complete Wireless Solution for Network and Systems Management

The BlackBerry® Enterprise Solution is the leading wireless solution for connecting IT administrators to the information, colleagues, networks and tools they depend on to help keep enterprise infrastructure running smoothly. It incorporates the industry's best software, services and hardware to provide IT professionals with wireless connections to servers, network devices and management tools while on the go.*

Using the award-winning BlackBerry Enterprise Solution, IT administrators can wirelessly receive information, change parameters and send commands that allow them to manage faults, configuration, performance and security within the organization's IT environment. BlackBerry can optimize the efficiency and effectiveness of IT personnel, making it easier to provide improved quality of service to users and improved value to the organization.

BlackBerry is a fully integrated wireless platform that provides organizations with the technology required to deploy network and systems management (NSM) solutions, with the assistance of customer-favorite NSM specialists such as Sonic Mobility®, Epoch Integration®, Idokorro Mobile™ and Ecutel® Systems.** Thousands of organizations around the world are already using BlackBerry to provide IT administrators with wireless access to the information, communications and tools necessary for maintaining the availability and optimizing the performance of enterprise applications and systems.

BlackBerry provides wireless access to:

- Windows®
- IBM® Lotus® Domino™
- NetWare®
- UNIX®
- Linux
- AS/400®
- Monitoring systems and interfaces
- BlackBerry Enterprise Server™
- Network devices

"Given the critical nature of some of our applications, maintaining the performance and availability of the network and systems that support the medical center is vital. The BlackBerry Enterprise Solution combined with the IC2 remote management solution enables us to deliver real-time response and resolution of network problems."

Jim McCann, Systems Administrator,
Borgess Medical Center

"Since we were already sold on the 'always on' benefits of BlackBerry, it was only logical to also put that same technology to work with Sonic Mobility administration tools. Together, BlackBerry and sonicadmin give us 24x7 access to administer our servers and network—it is a true 'must have' tool."

Jim Bergman, Director of Information
Technology, Hennigan, Bennett &
Dorman LLP

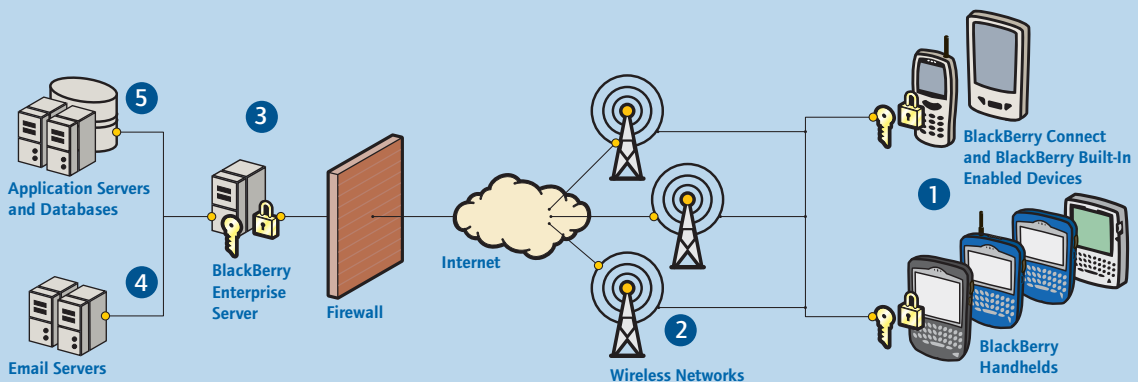
Empower IT Professionals

The BlackBerry solution helps enhance the effectiveness and efficiency of IT professionals. It delivers secure wireless control of enterprise applications and systems so administrators can manage and support the IT environment throughout the day. BlackBerry wireless connectivity gives IT professionals the ability to:

- **Enhance administrative control** - BlackBerry allows IT professionals to better manage enterprise systems while away from workstations so they can access systems and resolve issues without being tethered to a computer or in the office. With BlackBerry, administrators can react to network faults, provision new users and manage email servers, databases or other applications while on the go.
- **Increase responsiveness** - BlackBerry is designed to provide IT administrators with timely access to information and management tools that can help them resolve issues in a fraction of the normal time. With BlackBerry, mobile users can receive proactive notifications before systems fail, use the handheld to connect to practically any type of server or network device and immediately take corrective action.
- **Effortlessly access NSM tools** - The BlackBerry solution's always on wireless connection means administrators have access to NSM tools in the palm of their hands and no longer have to drop what they are doing to find a terminal to access the network if a critical service fails. Administrators can use a BlackBerry handheld to access the same GUI and command line tools they normally use for viewing event logs, restarting services or cycling power to devices—there is no need to learn new languages and applications. The BlackBerry handheld's optimized QWERTY keyboard, easy-to-use trackwheel and intuitive user interface also make finding and entering information fast and simple.
- **Improve collaboration** - BlackBerry is the most efficient way for IT personnel to stay connected to the information, communications and colleagues they rely on to be effective. It provides wireless access to email, phone and SMS communications, as well as Internet and intranet information so administrators stay informed about network status, security alerts and user issues.

BlackBerry Enterprise Solution: Architecture and Security Model

The BlackBerry Enterprise Solution provides a flexible, secure, IT-friendly solution that allows organizations to quickly, confidently and cost-effectively extend information wirelessly. Key elements of the BlackBerry Enterprise Solution architecture include:



Improve the Stability and Availability of Business Infrastructure

Organizations can gain distinct competitive advantages when they use BlackBerry to increase the effectiveness of their IT operations. BlackBerry is a cost-effective way for organizations to wirelessly extend control of their IT environment and improve the stability and availability of the applications and systems they rely on to do business. With BlackBerry, organizations can:

- **Improve quality of service** - BlackBerry enables IT departments to quickly detect, diagnose and fix issues, helping to reduce the number of user complaints and support requests. With BlackBerry, organizations can proactively increase system availability and user satisfaction.
- **Increase organizational uptime** - BlackBerry helps organizations ensure their business infrastructure remains available to users whose performance and effectiveness is tied to enterprise applications and systems. By increasing network uptime, BlackBerry allows organizations to maximize productivity and revenue by minimizing service interruptions that affect operations.
- **Increase IT efficiency** - BlackBerry can help IT professionals manage networks and systems more easily by allowing them to perform maintenance and troubleshoot issues while away from their workstations. With BlackBerry, organizations can empower their already constrained IT resources to stay on top of NSM functions without neglecting their important day-to-day tasks.
- **Leverage investments in existing systems** - BlackBerry wirelessly extends existing NSM tools and practices without requiring them to be replaced or re-engineered. Since IT professionals can access the same systems through a BlackBerry Wireless Handheld™, no retraining is required and the learning curve is eliminated.
- **Reduce IT costs** - BlackBerry can help organizations control the costs associated with providing service to users. Equipping "on call" administrators with a BlackBerry handheld can eliminate the need for separate mobile phones, pagers, laptops and RAS connections for remote alerting and access. With BlackBerry, organizations can deploy an NSM solution that reduces their reliance on costly 24x7 network monitoring by increasing the availability of offsite administrators.

"BlackBerry with the Idokorro Mobile Admin application has been a life saver. I can be anywhere, at anytime, and restart services, view error logs and much more with my BlackBerry handheld. It is easy to use and I feel safe knowing that the data being transferred is encrypted."

Donnie Akins, IT Manager, Handango

"Using BlackBerry to access our workspaces while away from our desks gives us the flexibility to react much faster than before."

Travis Farrell, IT Project Specialist,
Miami Herald Publishing Co.

"BlackBerry and NeedTEXT Shell enable our systems engineers to react instantly to system notifications. In the past, our monitoring software alerted them to system events through pagers, but they were unable to diagnose problems or make repairs until they could access a terminal. With BlackBerry and NeedTEXT Shell, they receive notifications, log on to the network, identify issues and complete the proper course of action all from their BlackBerry Wireless Handheld."

Stephen Bolinger, Network Operations
Manager, FrontBridge Technologies Inc.

- 1 **Broad selection of wireless handhelds and devices** - With the BlackBerry Enterprise Solution, organizations have the flexibility to choose the wireless handhelds and devices that best suit the needs of their mobile workers. Organizations can select from a wide range of popular, easy-to-use BlackBerry Wireless Handhelds and an emerging number of third party BlackBerry Connect™ and BlackBerry Built-In™ enabled devices.
- 2 **BlackBerry Enterprise Server software** - BlackBerry Enterprise Server manages wireless connectivity of information from behind the enterprise firewall. It uses advanced security to encrypt all information between the BlackBerry Wireless Handheld and the BlackBerry Enterprise Server, enabling secure, push delivery of content to mobile users.
- 3 **Support for multiple wireless networks** - The BlackBerry Enterprise Solution works with many different wireless network technologies around the world, giving customers the freedom to choose among wireless networks and service providers.
- 4 **Tight integration with email servers** - The BlackBerry Enterprise Solution provides an out-of-the-box solution for wirelessly and securely extending email. It tightly integrates with Microsoft® Exchange, IBM Lotus Domino and Novell® GroupWise® email servers.
- 5 **Wireless extension of application servers and databases** - The BlackBerry Enterprise Solution provides the technology required to wirelessly extend an organization's application infrastructure, including NSM tools, whether the extensions are designed in-house or outsourced to a BlackBerry partner for development.

Extend Network and Systems Management Tools and Functions to IT Professionals

With BlackBerry, organizations can get full value from investments in technology infrastructure by providing IT professionals with secure, wireless access to NSM tools and functions so they can monitor, manage and repair their networks and systems while on the go. BlackBerry can maximize the uptime and availability of an organization's enterprise information systems, establishing a compelling return on investment while helping to maximize productivity and revenue.

The BlackBerry Enterprise Solution offers organizations the technology required to deploy wireless network and systems management solutions with the assistance of BlackBerry NSM partners.

Platform and NSM Functionality Extended by BlackBerry**

| | Windows | Domino | Netware | UNIX | Linux | AS/400 | Monitoring Systems Interface | BlackBerry Enterprise Server | Network Devices |
|--------------------------------------|---------|--------|---------|------|-------|--------|------------------------------|------------------------------|-----------------|
| User Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | n/a |
| View and Manage Event Logs | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | n/a |
| Manage Services and Server Processes | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | n/a |
| View Server Statistics | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | n/a |
| Server and Device Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | n/a |
| DNS Management | ✓ | n/a | ✓ | ✓ | ✓ | ✓ | ✓ | n/a | n/a |
| Print Service Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | n/a | n/a |
| File Explorer Functionality | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | n/a | n/a |
| Command Prompt | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | n/a |
| Power Control | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Active Directory® | ✓ | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Telnet/SSH® | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| CLI | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| VT100 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ |

BlackBerry provides a wireless platform that allows organizations to quickly, confidently and cost-effectively extend NSM tools and functions to systems administrators. The BlackBerry solution offers organizations flexibility in deploying a wireless NSM solution that meets their specific management and platform requirements.

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 IT personnel and systems administrators and provide competitive advantages for your organization:

Web: www.blackberry.com/go/nsm

Email: nsm@blackberry.net

*Check with service provider for availability, roaming arrangements and service plans. 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 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 companies that specialize in network and systems management. †Integration of BlackBerry with Novell GroupWise may require third party software.

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