



BlackBerry Enterprise Services



BlackBerry 10 Readiness Services

We have designed services to ease your transition to the powerful new BlackBerry® 10 mobile computing platform. Flexibility and choice are built in to ensure you can find the right level of services to get your organization up and running on BlackBerry 10 as fast as possible.

Manage change in your own way

As your trusted partner, we understand IT project phases. So we have aligned key milestones of Planning, Installation, Configuration, Training and Ongoing Support with a new suite of services you can choose from to help provide a seamless experience for getting to BlackBerry 10.

Your migration, your choice

Change Management and Planning*

Who is this service best for?

Organizations who have the internal knowledge to do the upgrade and migration themselves, but would like some help with planning the move to BlackBerry® Enterprise Service 10.

How is it delivered?

Research In Motion® (RIM®) will assign a BlackBerry Expert to help you throughout the planning phase.

What does it include?

- Upfront call to review your current environment and planned upgrade/migration changes with suggestions for best practices
- Security review to assess how you want to configure your new environment
- A thorough review of your Technical Implementation Plan to help identify potential issues
- Findings discussion of the Technical Plan
- Support case number provided for use during your planned BlackBerry solution change if required

Change Management and Planning with Remote Installation

Who is this service best for?

Organizations who would like assistance with both planning and executing the transition from BlackBerry® Enterprise Server to BlackBerry Enterprise Service 10 and introducing BlackBerry 10 devices into the new environment.

How is it delivered?

One of RIM's highly qualified Enterprise Solution Partners will deliver this service.

What does it include?

- Strategic features of Change Management and Planning
- Consultation to understand your security goals, discuss pre-installation tasks, review training plans and identify installation prerequisites
- A Project Management resource
- Remote installation of BlackBerry Enterprise Service 10, applying planned configuration and settings for users
- Flexibility to scope device migration, ranging from test devices only to migrating as many users as you'd like
- Assistance in understanding the new platform

Change Management and Planning with Migration Services

Who is this service best for?

Large enterprises with many devices requiring a timed and phased roll out to BlackBerry 10, or organizations looking to transition to BlackBerry Enterprise Service 10 from another Enterprise Mobility Management (EMM) Solution.**

How is it delivered?

One of RIM's highly qualified Enterprise Solution Partners will deliver this service.

What does it include?

- Strategic features of Change Management and Planning
- A Project Management resource
- Apply planned configuration and settings for users on BlackBerry Enterprise Service 10
- Access to a migration service to aid and automate the transition from managing BlackBerry® 7 and older devices to managing BlackBerry 10 devices or leverage the same tool to auto-move users from another EMM platform***
- Testing and confirmation of successful installation and migration
- Assistance in understanding the new platform

BlackBerry 10 Application Development Services

Want to rewrite existing Java apps, or develop new applications that will be compatible with BlackBerry 10 devices? We deliver end-to-end Application Development Services through our world-class Enterprise Solution Partners.

Training and Certification

Our Training and Certification services will help to ensure that your teams have the confidence and knowledge to manage and support your BlackBerry Enterprise Service 10 and BlackBerry 10 environment. Training**** will be available in instructor-led and web-based forms.

Learn more at blackberry.com/btss

About BlackBerry Technical Support Services

BlackBerry® Technical Support Services are part of a holistic solution designed to empower businesses to run their very best with BlackBerry. They provide effective tools, support and services that help the enterprise realize the full potential of their mobility solutions and maximize the value of their BlackBerry investment.