BLACKBERRY TECHNICAL SUPPORT SERVICES

As a cornerstone within our suite of Business Services, BlackBerry Technical Support Services help with the daily management of your multi-platform solution.

iOS

::: BlackBerry® | **ENTERPRISE**

BES12 DRIVES SERIOUS BUSINESS

BES12 is your command and control center for the secured enterprise and the core of the BlackBerry® multi-OS Enterprise Mobility Management (EMM) solution. BES12 helps you manage enterprise mobility across iOS, Android,™ Windows® Phone and BlackBerry devices. Built on BlackBerry's trusted, global network, BES12 makes managing enterprise mobility efficient and secure.
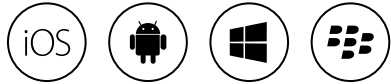
Productivity demands uptime

Given the essential business functions that BES12 supports, even the smallest amount of downtime has the potential to disrupt productivity and impact satisfaction. BlackBerry® Technical Support Services provides direct access to technical experts to maximize uptime, respond quickly when issues occur and ensure that your mobility solution always performs to your expectations.

Not all EMM support is created equal

Unleash the power of your mobility solution with trusted services and support from BlackBerry. For more than 10 years, in over 100 countries, BlackBerry has supported companies big and small, in every industry. Get our unique blend of technical expertise, rapid issue resolution and proactive, relationship-based support working to help you realize the full potential of your evolving mobility environment.

100 Countries[1]

10+ Years
24 x 7 x 365 global support[2]
Multilingual[3]

Award winning

Stevie Award for Sales and Customer Service (2013)
Twitter's Shorty Award for Customer Service (2012)
Knova Summit Award for Knowledge Management (2012)
Lithium Award for Social Customer Excellence (2011)

SUPPORT IS HERE

BlackBerry Technical Support Services are available both directly from BlackBerry and through our authorized partners. BlackBerry Technical Support Services provides direct access to technical experts to maximize uptime and ensure your solution is performing to your expectations. It also includes BlackBerry Software Assurance to ensure you can always upgrade and update your perpetual licenses.

Advantage level

Included* with all BES12 Annual subscriptions, and required with perpetual licenses, Advantage support plays a role in the ongoing success of your enterprise mobility management cross-platform solution. Optional services help further your objectives with tools, oversight, redundancy, and more.

What's included?

› 24 x 7 x 365[2] global access to Level 1 Associates[4]
› 2-hour response time for high severity issues
› BlackBerry Software Assurance for perpetual licenses
› *my*Account portal with eTicket reporting and online training
› Knowledge and productivity tools
› 5 Named Callers
› Value Added Services purchased alongside BES12 are also covered by support

Optional services for purchase

› BES12 Planning
› BES12 Remote Installation[6]
› BES12 Migration
› Mobility Assessment Services[7]
› Direct to Level 2 Analyst
› Remote Health Assessment[6]
› On-site Support (Tech-to-Site)
› Additional Named Callers

OPTIONS HELP YOU CUSTOMIZE

With relationship-based Premium Support and Optional Services, you can provide even greater user satisfaction, drive business continuity and achieve cost efficiencies.

Premium level

This highest level of relationship-based support is for businesses with mission-critical needs and an expectation for personal engagement, dedicated resources, proactive planning services and cost containment. It's ideal for those with deployments exceeding 2,500 devices under BES management.

What's included?

› 24 x 7 x 365[2] global access to Level 3 Analysts[8]
› 90 second[5] telephone pick-up for high severity issues
› 2-hour response by telephone or email to electronic incident submissions[15]
› BlackBerry Software Assurance for perpetual licenses
› myAccount portal with eTicket reporting and online training
› Knowledge and productivity tools
› Support Account Manager (SAM)
› BES12 Planning
› Remote Health Assessments (2 per annum)[6]
› BlackBerry Training Subsidy[9]
› 25 Named Callers
› Value Added Services purchased alongside BES12 are also covered by support

Optional services for purchase

› BES12 Remote Installation[6]
› BES12 Migration
› Mobility Assessment Services[7]
› On-site Support (Tech-to-Site)[10, 11]
› Designated Senior Technical Analyst (DSTA)[10, 12]
› Direct Enterprise Connection[13]
› Secondary Support Account Manager (SAM)
› Additional Named Callers

Discover all that BlackBerry Technical Support Services offers at **blackberry.com/btss**

GET EXACTLY WHAT YOU NEED

Purchasing Optional Services is a flexible way to tailor your support to align to the level of expertise, assistance and resolution time your business requires.
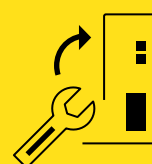
Optional Services

BES12 Planning

Prior to implementing BES12, a member of the BlackBerry Professional Services team will help you develop your plans. You will receive a custom architecture guide so that you can move through the implementation steps with ease and confidence.

MSRP Price

Advantage: $2,850 per year
Premium: Included

BES12 Remote Installation

The BlackBerry Professional Services team will work with you to understand your EMM environment and to create a custom implementation plan suitable for your environment. Once approved, BlackBerry will remote into your environment and install BES12.

MSRP Price

$5,000
+$2,000 per additional server
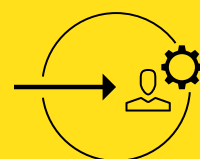
BES12 Migration

Includes everything that comes with BES12 Planning and BES12 Remote Installation. Following configuration, BlackBerry will migrate your users from the existing EMM solution to BES12, so you can begin taking advantage of it as soon as possible.

MSRP Price

$7,500 setup
+$2,000 per additional server
Plus $10 per user
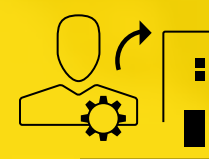
On-site Support: Tech-to-Site[8,9]

A specialist will come to your location and work with your team when you deem a technical issue or planned system change important enough to have a BlackBerry resource on site. This service can be delivered on demand or as part of a proactive support program.
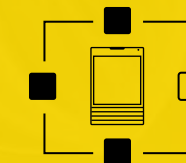
MSRP Price

Day 1: $7,500 (includes T&E)
$1,500 per additional day

Direct to Level 2 Analyst

Bypass the Level 1 Associates and be routed directly to a more experienced Level 2 Analyst who will help prioritize issues for improved resolution.

MSRP Price

Advantage: $9,000 per year
Premium: Not applicable

Mobility Assessment Services

Receive expert direction and insights to help you kick start development of a custom mobility strategy for your enterprise. Customers can choose between our Quickstart program, the Standard program, the Enhanced program, and our BYOD option.

MSRP Price

Starting at
$6,000[14]

All MSRP pricing is in USD.

See all Optional Services and pricing at **blackberry.com/btss**

Optional Services

Remote
Health Assessment

Once your BES12 is up and running, we will analyze the health of your environment by assessing crucial components and providing you with an action plan to optimize services.

MSRP Price

Advantage: $5,000
Premium: Included (2 per annum)

Additional
Named Callers

If you require more Named Callers than the number covered in your support level you can get additional employees access to self-service online resources and the ability to submit technical support requests (Note: Advantage support covers 5 Named Callers; Premium support covers 25 Named Callers).

MSRP Price

Advantage: $599 per year
Premium: $599 per year

Designated Senior
Technical Analyst (DSTA)[10,12]

The DSTA visits you for two consecutive days per month, is immediately notified of your support issues, helps you develop and maintain BlackBerry environment performance benchmarks, and acts as a subject matter expert for solution planning and for your custom needs. The DSTA will replicate your BlackBerry environment in a lab to test the infrastructure and troubleshoot complex issues.

MSRP Price

Advantage: Not applicable
Premium: $85,000 per year

Secondary Support
Account Manager

This resource performs services in line with what a primary Support Account Manager (SAM) delivers, but is dedicated to a second or geographically dispersed IT center. For example, a Secondary SAM could become the point of contact for your Named Callers with a region that is in a different time zone than your primary SAM.

MSRP Price

Advantage: Not applicable
Premium: $45,000 per year
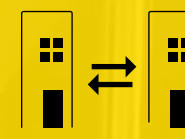
Direct Enterprise
Connection (DEC)[3]

DEC provides a dedicated connection between your BlackBerry® Enterprise Server 5[13] environment and the BlackBerry Infrastructure. Using a customer-initiated Multiprotocol Label Switching (MPLS) connection, you bypass the Internet and access a designated pool of bandwidth. BlackBerry monitors aspects of your MPLS connection, helping you maintain business continuity.

MSRP Price

Advantage: Not applicable
Premium: $85,000 per year
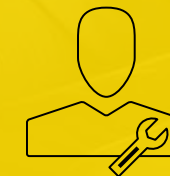
BES12
DIY Tools

Available for FREE via BlackBerry.com and *my*Account, these tools are designed to help companies of all sizes create a simple plan and execute against that plan where there is internal expertise and bandwidth to drive a successful integration.

All MSRP pricing is in USD.   See all Optional Services and pricing at **blackberry.com/btss**

A ONE-STOP SHOP

The *my*Account portal features a simple user interface and provides a similar experience to using the BES12 console. Additionally, the new user interface provides a mobile experience for accessing myAccount on the go from a smartphone. Lastly, for customers who have purchased BES12, *my*Account provides access to Software Assurance — License and Subscription Fulfillment, allowing you to access license and subscription upgrades and updates.

› Gain visibility into your BlackBerry solution without picking up the phone

› Independently troubleshoot and fix common tier 1 issues

› Manage your multi-OS mobility requests

› Get a holistic view of all your servers

› Access the BlackBerry® Infrastructure Status Tool to see if an issue is on your end or ours

› Check device readiness

› Access web-based training

› And much more!

You can access *my*Account at **myblackberry.com/myaccount** or from **blackberry.com** and clicking on the login button under the Enterprise header.

How to get support

You can purchase BES12 annual subscriptions and support three ways:

1 Through BlackBerry

Your support will come directly from BlackBerry.

2 Through an Authorized Reseller

Your support will come directly from BlackBerry.

3 Through an Authorized Partner

Your support will come through the Authorized Carrier, Solution Integrator or Service Provider enrolled in the BlackBerry Partner Support Services Program.

*Advantage is included when subscriptions are purchased from BlackBerry or a BlackBerry reseller.

[1] October 2014.

[2] Availability subject to maintenance and other conditions.

[3] Support may be provided in English, Spanish, Brazilian Portuguese, French and German where available.

[4] Level 1 is a pooled group of generalists.

[5] Quoted is an average and not a guarantee.

[6] BES12 Remote Installation and Remote Health Assessment are available for on-premise implementations only.

[7] Mobility Assessment Services are available in US and Canada only.

[8] Level 3 Analysts, known as Direct Advanced Response Team (DART), are a group of top-tier technical analysts exclusively focused on resolving issues for Premium customers.

[9] Open sessions and on-site based on availability.

[10] Service not available everywhere. Please contact your BlackBerry® representative for details.

[11] A separate set of terms and conditions specific to the use of this service may need to be executed between the subscribing organization and BlackBerry® for this service to take place.

[12] Non-Disclosure Agreement is required between the subscribing organization and BlackBerry® Limited.

[13] Direct Enterprise Connection is for sites running BlackBerry® Enterprise Server 5 (BES5). Multiprotocol Label Switching (MPLS) connection is provided through a BlackBerry® preferred partner. Costs for this MPLS connection are not included with BlackBerry® Technical Support Services. Please contact your BlackBerry® representative for details and requirements.

[14] The Mobility Assessment Services have 4 options: Quickstart Enterprise Mobility Assessment: $6,000.00; BYOD Mobility Assessment: $12,500.00; Standard Enterprise Mobility Assessment: $13,250.00; Enhanced Enterprise Mobility Assessment: $73,500.00.

[15] Source: **http://ca.blackberry.com/support/programs/technical/blackberry-technical-support-services-standard-support/support-program-features.html**