BlackBerry – delivering service improvement through mobile applications

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UK Government

BlackBerry

Agenda

- New BlackBerry Enterprise Server features
- New BlackBerry smartphones & software
- BlackBerry Mobile Voice System
- RIM partner solutions for Local Government
- Glasgow City Council – Case Study
- RIM's free application development tools

BlackBerry

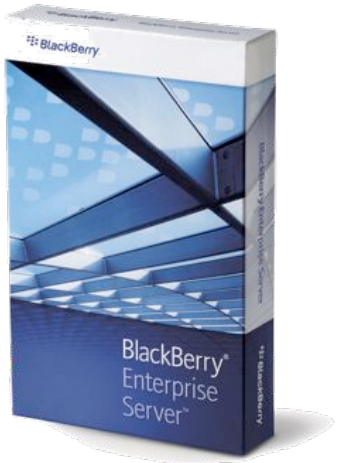
New BlackBerry Enterprise Server features

Real Time Computing

- IBM® Lotus® SameTime®
- Microsoft® Live Communication Server
- Novell® GroupWise® IM

Desktop (email/PIM)

- Microsoft® Exchange®
- IBM® Lotus® Notes® Domino®
- Novell® GroupWise®



BlackBerry Enterprise Server v4.1

Intranet/Web Services

- SAP®
- Oracle® /Siebel
- IBM® Websphere
- .NET
- Java® Client
- Web Services: XML, SOAP, WSDL
- Secure Browser: HTML, XML, CHTML

Voice Systems

- Legacy PBX
- IP PBX
- Hybrid Systems

BlackBerry Enterprise Server v4.1
with Service Pack 6

HTML and Rich Text email*

Calendar Synchronization Improvements

"Hard deletes" with Microsoft® Exchange

BlackBerry® Client for use with Microsoft® Office Communications Server 2007

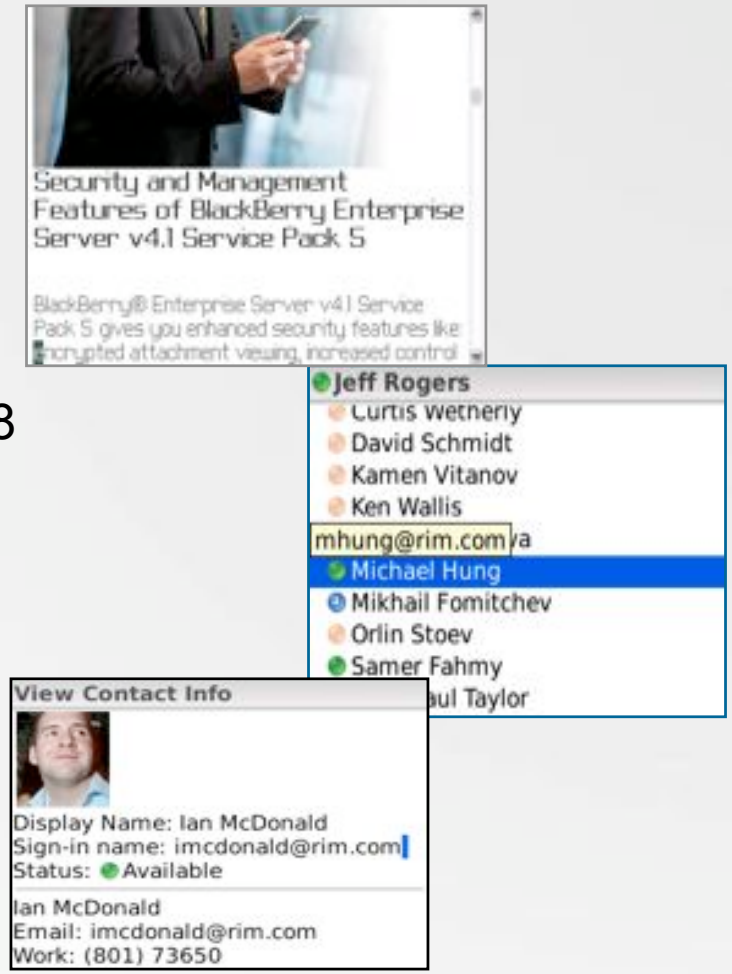
BlackBerry® Client for IBM® Lotus® Sametime® 8

New enterprise instant messaging (IM) features:

- File transfer (both preview & original versions)
- Auto-presence setting based on activity
- Send IM conversation as email
- View contact availability in Contact List & Inbox
- Send broadcast message to group
- Public Group support

Support of document links in Domino

Certification on Domino® 8.0.1 on 64-bit



* Requires BlackBerry® Device Software v4.5

BlackBerry

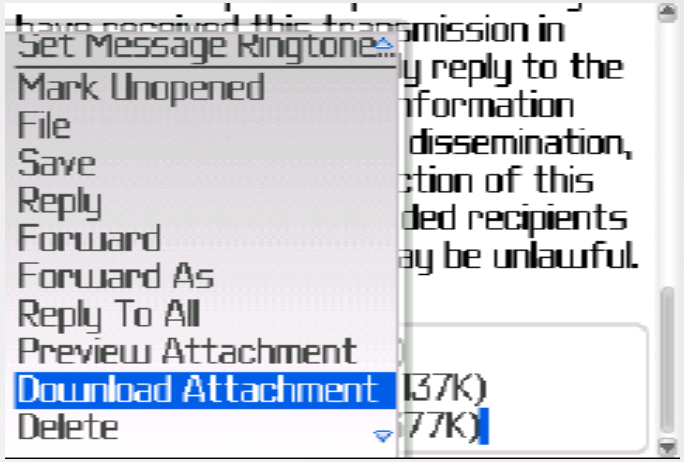
New BlackBerry smartphones & software

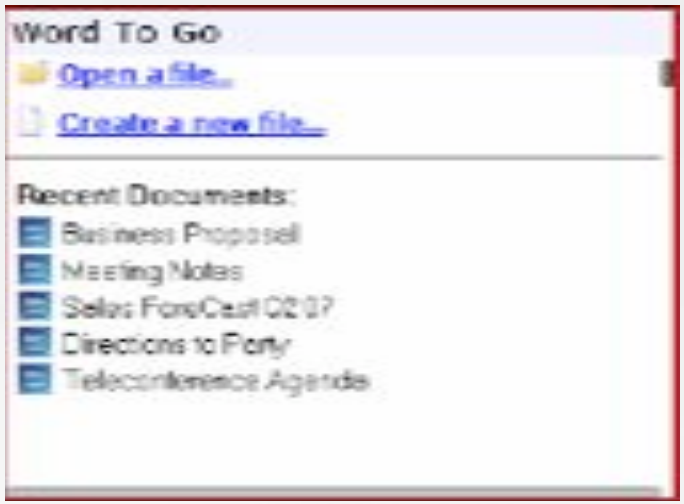
Handheld Code 4.5:

Download Email Attachments in Original Format
–MS Office Suite
–.wpd, .txt, .pdf, .zip
–Variety of audio/video formats

•Enabled Dataviz's Documents To Go™applications for Viewing and Editing
–Initially Word + PPT files
–Basic version embedded

•Administrative Controls
–Disable Attachment Download
–Set Max Download Size - Up to 10MB (default is 3MB)





***Note: Requires BES 4.1 SP5, or BIS 2.5**

BlackBerry

New BlackBerry smartphones & software

BlackBerry Bold 9000

- GSM / GPRS / EDGE / 3G
- Wi-Fi® Support - 802.11a/b/g
- Modem - RIM® wireless modem
- Tethered modem capability

- Camera (2.0 MP) & Video Recording
- Media Player Video & Audio
- Built-in GPS
- 3.5mm stereo headset capable
- Built-in speakerphone

- Display - Half VGA resolution 480 x 320 pixel
- colours display
- Light sensing screen
- Polyphonic/MIDI ringtones

- Memory - Expandable memory – support for
- microSD™ card 1GB On-board + 128 MB Flash

BlackBerry

New BlackBerry smartphones & software

BlackBerry Pearl 8220 *Flip*

- GSM/GPRS/EDGE (Quad-Band)
- Wi-Fi b/g
- UMA ready

- 312MHz Marvell Processor
- High-speed Micro USB

- Media: 2.0 MP Camera w/Flash,
- 3.5mm Headset Jack Speakerphone and Voice Activated Dialing
- Memory (Embedded + MicroSD)

- Internal LCD: 2.4”-320 x 240 TFT with Auto Brightness
- External LCD: 1.6”-160 x 128 TFT

- Power: Charging Contacts, USB, 900 mAHr slim battery
- Software: 4.6 Applications

BlackBerry

New BlackBerry smartphones & software

BlackBerry Storm 9500

Revolutionary 3.25”½ VGA+ “Clickable”Touch-Screen with better user feedback

High Performance 3G (HSPA + EVDO Rev A)
World Phone Capable3G Modem Support (tethered or Bluetooth)

Multimedia Workhorse
- High Speed Micro USB 2.0
- 3.2 Megapixel AF Camera (Still/Video)
- 3.5mm Stereo Headset Jack
- 1GB Onboard Flash Memory
- MicroSD Slot (up to 16GB cards available)
- Streaming Audio/Video

Speakerphone
GPS Engine
Bluetooth 2.0 with A2DP & AVRCP

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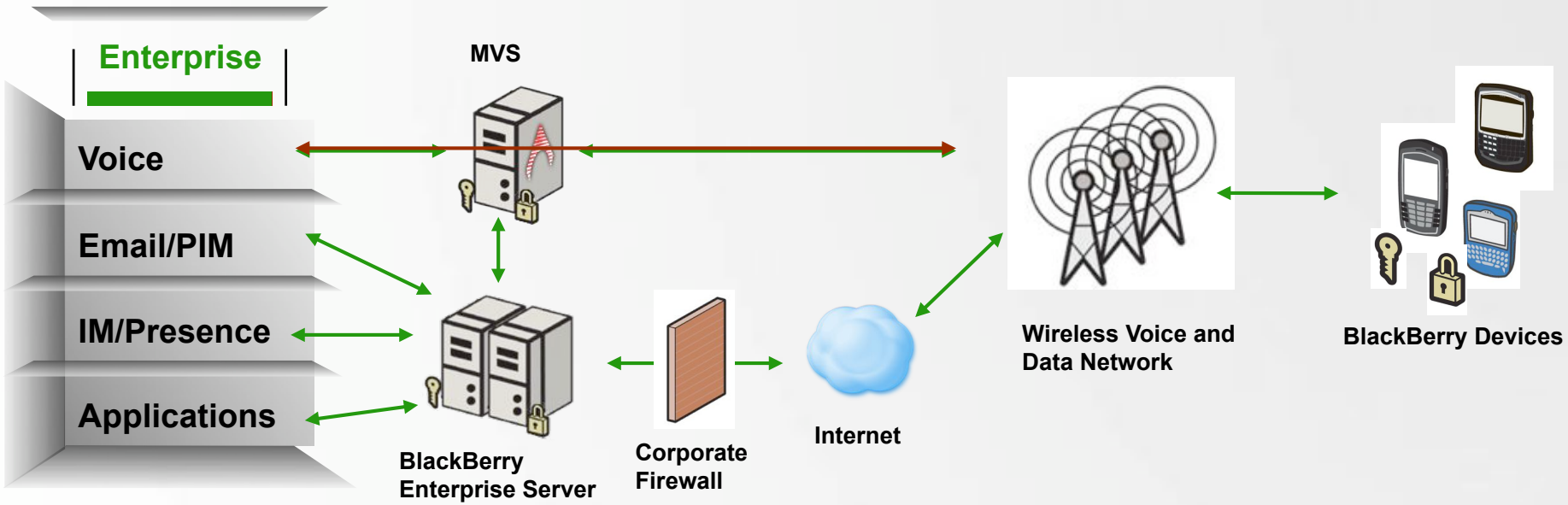
BlackBerry Mobile Voice System



Core Value Proposition

MVS does for enterprise voice
what BlackBerry does for enterprise email.

- **End to end data and voice security**
- **Call control (recording, logging…)**
- **PBX identity and functionality**

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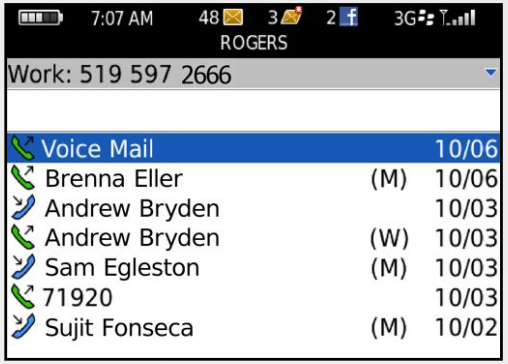
BlackBerry Mobile Voice System

BlackBerry MVS allows enterprise users to easily use their BlackBerry® smartphone as a secure, mobile extension of their desktop phone.



- Seamless user experience
  - One business number, one voicemail
  - Direct phone integration with intuitive visual menus
  - Outbound mobile calls display desk phone number
- Secure
  - Call set up & authentication via BlackBerry data channel
- Manageable
  - Mobile telecom administration
  - Enterprise voice IT policies
- Infrastructure and network agnostic
  - Existing telecom infrastructure
  - Extend BlackBerry investment

BlackBerry

RIM partner solutions

Forms & Mobile systems:

License Inspection

Environmental Inspection

Housing Inspection

Workflow

Credit Card Payment

CRM

Mobile SAP

Photo forms (GPS & time stamped)

Media pocket book

CCTV systems

Push media (corp. guidance/policy & training)

Access network folders

Peripherals:

Digital pen & Forms

In vehicle systems

Mobile & network printing

Ruggedized cases

BlackBerry dock

Qwerty keyboard

Personal:

Sat Nav & GPS Mapping

Panic Button – Lone worker safety

Tracking

Dictation

Professional Services:

BES Upgrades

BES Service packs & Hotfixes

Bespoke application development

BlackBerry

Glasgow City Council - Direct & Care Services

Needs

- Managing and action 4000 care change requests
- Access contact details (GP / Key holders / Next of Kin
- Access and update client records, inc. risk assessments
- Update the records after visit.

Solution

- BES / BlackBerry Smartphones / Development tools

Benefits

✓ Saving 1hr per shift per user = £750,000 per annum
✓ Faster response times
✓ Increase in data accuracy
✓ Increased data security
✓ Improved client service

Future

✓ Homecare meal service

RIM's FREE application development tools

BlackBerry Browser

BlackBerry® MDS Simulator
BlackBerry Device Simulators
BlackBerry® Plug-in for Microsoft® Visual Studio® 2005
BlackBerry Plug-in for Microsoft Visual Studio 2008

Rapid Application Development

BlackBerry® MDS Runtime
BlackBerry® MDS Studio
BlackBerry Plug-in for Microsoft Visual Studio 2005
BlackBerry Plug-in for Microsoft Visual Studio 2008

Java Application Development

BlackBerry® Java® Development Environment (BlackBerry JDE) v4.6
BlackBerry JDE Beta v4.7
BlackBerry® Plug-in for Eclipse™ Beta v2
BlackBerry Device Simulators
Code Signing Keys
BlackBerry® Signing Authority Tool

BlackBerry

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