

IT Help Desk Applications on BlackBerry

With Vaultus, firms can run their IT Help Desk Applications on BlackBerry, giving service technicians wireless access to ticket information, even when away from wireless coverage. With Vaultus, firms can run Remedy, Peregrine, CA Service Center, SAP, or Heat on BlackBerry handhelds.

Boosts field technician productivity and effectiveness, increases speed and dramatically improves response time. Technicians can acknowledge, update, close, forward or create service tickets on the BlackBerry handheld and ticket detail can be viewed on a single screen. Technicians can also view/update inventory and perform asset management tasks.

- No wireless connection is required as applications, and all the data, reside on the BlackBerry handheld.
- Provides tremendous data storage as technicians can store 50,000 records on the BlackBerry handheld.
- Enables IT to control BlackBerry handheld and application access from a single console.

MOBILIZE YOUR ENTERPRISE OPERATIONS

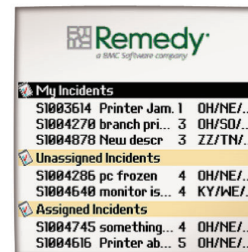
Help Desk

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Vertical Specialization:

- Cross Industry

Target Market Segment:

- Enterprise
- Government

