



BlackBerry



BlackBerry
Business Solutions for
Professional Services Firms

IDEAL SOLUTIONS FOR STAYING ON TOP AND IN TOUCH

About BlackBerry Business Solutions.

BlackBerry® Business Solutions are about much more than wireless email. They're about understanding and offering ways to improve everything from customer service to cost control and service delivery – whatever your industry or business challenge may be. BlackBerry Business Solutions are about wireless access to your critical information and communications through a combination of applications, services, peripherals and BlackBerry product offerings. They're about having everything you need, right where you need it.

The ideal way to stay competitive and offer more to your customers has arrived.

In a world where expert opinion and seasoned advice are the standard, it's more important than ever to not only work efficiently but also provide clients with the best service possible. That's why today's professional services firms are finding ways to sharpen their competitive edge. Law, accounting, business consulting, engineering and technology consulting firms are fine-tuning every aspect of their business so they can be more efficient, deliver higher quality service and become more responsive to their clients' needs.

For your business professionals, access to critical applications and client data are necessary to make important decisions – especially when they're on the go. Otherwise they're at a significant disadvantage to your competitors when important, time-sensitive decisions need to be made away from the office. Of course, in an ideal world, your teams would have limitless access to all the information they need, whenever they need it and wherever they are. That ideal world is closer than you think.

Welcome to BlackBerry Business Solutions for Professional Services Firms.

BlackBerry Business Solutions help your firm deliver the best client service, capture more billable hours, enhance productivity, increase client satisfaction and attract the best people.

Along with on the go access to email, personal information management, voice and web, BlackBerry Business Solutions also offer small and large firms wireless access to time and billing systems, CRM, document management applications and remote access to third-party online research tools. What's more, BlackBerry Business Solutions provide a robust, scalable solution with advanced security features to protect the integrity and confidentiality of your clients' data and your firm's information.




Be more responsive to your clients.

BlackBerry Business Solutions allow your organization to boost productivity and improve the level of client service it can deliver. Your mobile staff will not only have remote access to existing office-based communications such as phone and email, but also virtual real-time remote access to shared calendars, network-based files, business applications and online research tools.

They'll be more responsive to clients, more inclined to collaborate with colleagues, make faster, more informed on-the-spot decisions and be able to immediately capitalize on new business opportunities wherever they are.

"I'd lose at least half an hour a day at my desk if I did not have my BlackBerry smartphone. It allows me to sort through an average of 20 to 30 emails per day, keep my calendar up-to-date and keep me in communication with clients, attorneys and my secretary. INVALUABLE."

*Stephen Gray, Partner
Litigation Department
Bricker & Eckler*



Simplify time tracking and increase billing accuracy.

In your business, time is money. But when time spent on billable activities is not captured by your firm's time and billing system, it's difficult to accurately invoice your clients for your firm's services. That can mean lost revenue and can make it difficult to analyze and optimize resource allocation to increase profitability.

Whether they're on the phone, reading or composing an email or brainstorming solutions, BlackBerry Business Solutions can help track and log your client time and submit the data directly to your existing enterprise time and billing systems, at any time of day or night.

"Client service is the Holy Grail. Being able to respond to clients on the go is very important to increasing billable hours. The BlackBerry solution has revolutionized the legal industry."

*David Gregson,
Director of Information Systems
Mintz Levin Cohn Ferris Glovsky and Popeo PC*

A man in a dark suit and white shirt is shown in profile, talking on a BlackBerry smartphone. The background is blurred, suggesting an office or business setting.

Set a new standard for client satisfaction.

With BlackBerry Business Solutions, all the benefits of improved client service couldn't be easier to achieve. Multiple channels of contact allow you to be even more responsive to your most valued clients, which inevitably helps to increase client satisfaction. Plus, BlackBerry smartphones are designed to remain on and connected to the wireless network delivering information and communications automatically.

Immediate responses to enquiries and quick resolution of business issues pay off in greater customer loyalty, improved client satisfaction, repeat business and referrals.

It's no wonder the BlackBerry Solution has become the new standard and client expectation for professional services firms. To stay ahead of the competition, the level of efficiency and immediacy that BlackBerry Business Solutions offer isn't just a luxury – it's a necessity.

"I could probably point to 12 or 15 instances in the last six months in which we've gotten new business because of the BlackBerry solution...we would never go without it."

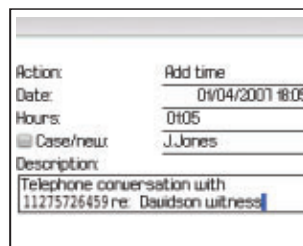
*John B. Waters, Executive Director
Covington & Burlington LLP*



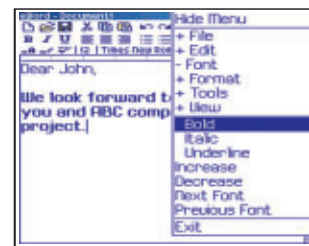
Don't just attract the best and brightest professionals. Keep them.

It goes without saying that the best and brightest professionals seek out the best and brightest organizations. And today, if you want to attract top talent it means being able to provide the tools they need to be successful and perform at the highest level for your organization and its clients.

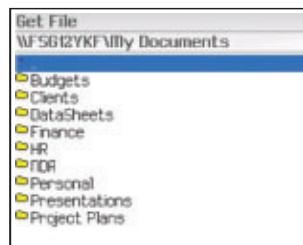
Mobile professionals know that BlackBerry Business Solutions can not only help create a balance between their professional and personal lives, it can improve the quality of both. By simply removing some of the burden associated with time tracking, account management and administrative tasks, this essential tool is now expected at professional services firms. The great thing is, your firm's professionals can work just as effectively outside the office as when they're at their desks.



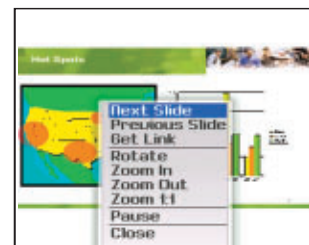
Time and Billing




Document Creation and Editing



Document Management



PowerPoint Presentation Delivery



Security and reliability combined.

BlackBerry Business Solutions that include the BlackBerry® Enterprise Solution provide your firm with all the security you need to keep corporate information confidential and uncompromised. Advanced security features including passwords, local data encryption and transport encryption, prevent the risk of confidential company and client information from falling into the wrong hands. Plus, unique over-the-air controls allow administrators to lock and wipe missing or stolen devices.

BlackBerry Business Solutions can also offer reliable, uninterrupted communications to executives, employees and customers when access to other IT assets have been disrupted or compromised. Because the truth is, no business should be compromised by costly, ineffective or insecure technology.

And, in an ideal world the best solution for your business would be based on *your* business.

Welcome to an ideal world.

To find out more about BlackBerry Business Solutions for Professional Services Firms, go to www.blackberry.com/go/professionals

