

Place the organization in
their hands.

BlackBerry
Enterprise Solution
For Government



 BlackBerry™

The Complete Wireless Solution for Government

The BlackBerry Enterprise Solution™ is a complete wireless solution for connecting mobile government professionals and public servants to important information and colleagues while they're on the go. It's a proven, award-winning solution that provides government users around the world with wireless access to a wide range of business information and communications.*

- **Email** - The BlackBerry Enterprise Solution provides government and public sector users with a wireless extension to their existing government email accounts, allowing them to manage email like they never left their desk. Users can send, receive, file and delete messages while on the go and have the ability to view email attachments in popular document and image formats such as Microsoft® Word, Microsoft Excel, Microsoft PowerPoint®, Adobe® PDF, Corel® WordPerfect®, HTML, PNG, JPEG, TIFF and ASCII. Email is automatically delivered with BlackBerry "push" technology, enabling users to receive communications with no effort required.
- **Government Data** - BlackBerry® leverages the same proven, "push" delivery architecture used for BlackBerry email to provide mobile users with immediate access to information from applications and systems, such as Continuity of Operations (COOP), Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), criminal databases and other government data.*
- **Phone** - With built-in phone support, BlackBerry users are able to use a variety of voice services and features such as Bluetooth® hands-free technology, call waiting, call forwarding and conference calling. To place or receive calls, mobile users can hold the wireless device to their ear like traditional mobile phones or use the optional headset to take notes or reference information while on a call.*
- **Internet and Intranet Access** - BlackBerry allows mobile users to wirelessly access Internet and intranet content from behind the firewall, helping them to remain productive and effective while on the go.*
- **SMS** - The BlackBerry Enterprise Solution supports Short Messaging Service (SMS) which enables mobile users to communicate with users of other SMS-enabled devices and phones.



- **Organizer** - The BlackBerry Enterprise Solution provides cradle-free access to organizer applications, wirelessly synchronizing Personal Information Management (PIM) information on wireless devices with information on the desktop. With BlackBerry, mobile users can stay up-to-date with access to their latest calendar, address book, task and memo pad information throughout the day.

Empower Mobile Government Users

The BlackBerry Enterprise Solution permits government users to:

- Increase speed of decision-making with timely wireless access to accurate information.
- Improve management of emergency situations and incidents with wireless access to up-to-date operating procedures.
- Enhance public servant efficiency with wireless access to strategic and tactical applications.
- Improve information accuracy and workflow efficiency with wireless status and detail updates from the field.
- Increase field personnel satisfaction with effortless wireless access to government applications and systems, such as COOP, ERP, CRM, criminal databases and other government data.
- Increase productivity by enabling users to wirelessly update calendar, address book and task information while on the go.

Why Choose the BlackBerry Enterprise Solution?

- Complete solution for extending information wirelessly
- Advanced security features for information integrity and confidentiality
- Easy to deploy, manage and use
- Compelling return on investment
- Award-winning, proven solution used around the world
 - Over 2 million subscribers
 - Availability and support on over 50 networks in more than 30 countries

BlackBerry Meets Strict Government Requirements:

- Advanced security features with AES or Triple DES encryption
- Support for S/MIME **
- FIPS 140 validation
- Access to email and data behind the firewall
- Trusted and deployed by federal, state and local governments, Department of Defense and civilian agencies

The Fully Integrated Wireless Solution for Government

The BlackBerry Enterprise Solution provides a complete platform with advanced security features for wirelessly extending the information residing in existing applications and systems to mobile government professionals. It's a fully integrated solution that provides what government organizations require to go wireless: innovative software, advanced wireless devices and essential support programs and services.

- **BlackBerry Enterprise Server** - BlackBerry Enterprise Server™ Software integrates with IBM® Lotus® Domino®, Microsoft Exchange and Novell® GroupWise® messaging and collaboration servers as well as other existing government applications and systems, enabling "push" based wireless access to email and government information.

Government Data Beyond Email - BlackBerry Enterprise Server extends wireless access to government applications and systems beyond email, such as COOP, ERP, CRM, criminal databases, data entry, organizational intelligence document management and more. BlackBerry Enterprise Server also enables many other productivity enhancements for mobile professionals, including attachment viewing for popular file formats, Internet and intranet access, remote address book look-up and cradle-free wireless synchronization of email and organizer applications.

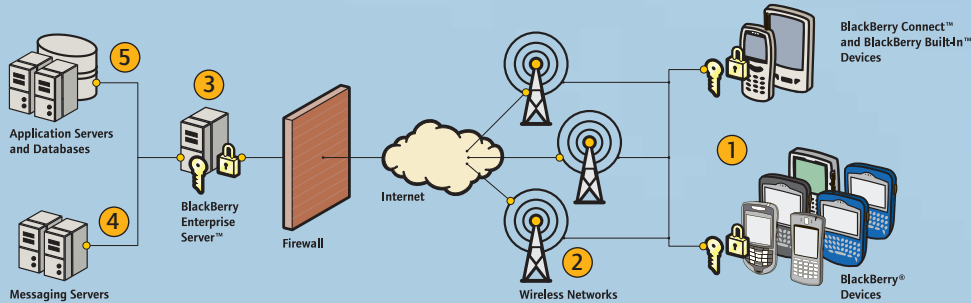
Advanced Security Features - BlackBerry Enterprise Server provides advanced security features to meet strict public sector requirements for information integrity and confidentiality. Using end-to-end AES (Advanced Encryption Standard) or Triple DES (Data Encryption Standard) security, data remains encrypted at all points between the BlackBerry device and BlackBerry Enterprise Server. BlackBerry Enterprise Server also supports S/MIME (Secure Multipurpose Internet Mail Extensions), as well as content protection on the device using local AES data encryption and IT-enforceable password protection.** For more information on the BlackBerry security model, visit: www.blackberry.com/go/govtsecurity

IT Friendly - BlackBerry Enterprise Server helps government organizations get the most from their IT resources by reducing administrative tasks and streamlining BlackBerry deployments. It provides IT departments with simplified management and centralized control of the wireless environment using leading performance monitoring capabilities and administrative tools. BlackBerry Enterprise Server also enables organization-wide, cradle-less activation of BlackBerry devices by users, removing the need for significant IT involvement during deployments. Using BlackBerry Enterprise Server, IT departments benefit from a scalable and flexible solution that is designed to meet their evolving wireless requirements.

With BlackBerry Enterprise Server, government personnel can stay in touch with "push" based access to government information and applications, while IT departments get control of a flexible, manageable platform that leverages their existing infrastructure and investments.

BlackBerry Enterprise Solution Architecture

The BlackBerry Enterprise Solution provides a flexible, IT friendly solution that allows government organizations to quickly, confidently and cost-effectively extend information wirelessly. Key elements of the BlackBerry Enterprise Solution architecture include:



- **BlackBerry Devices** - BlackBerry provides a choice of advanced BlackBerry devices, all built with leading wireless technology. BlackBerry devices provide users with “push” based access to email and information with no need to dial-up or request delivery. With BlackBerry devices, users are notified when new information arrives, making it easy to stay in the loop.

Leading manufacturers are also equipping their devices and handsets with BlackBerry technology. These BlackBerry Connect™ and BlackBerry Built-In™ enabled devices offer government organizations even more flexibility to choose the hardware that best suits their needs.[†]
- **International Wireless Service** - The BlackBerry Enterprise Solution operates on multiple wireless network technologies with support on over 50 networks in more than 30 countries. The BlackBerry Enterprise Solution provides government organizations around the world with options for choosing wireless networks and service providers.
- **Support Services and Programs** - The BlackBerry Enterprise Solution offers different levels of support services and a number of programs to help government organizations extend their information wirelessly. Based on their requirements, public sector organizations can leverage a variety of technical services and programs, including: Technical Knowledge Center, Technical Support Services, Corporate Developer Program, Developer Resources, BlackBerry Alliance Program and RIM Professional Services.

- 1 **Broad selection of wireless devices**
With the BlackBerry Enterprise Solution, government organizations have the flexibility to choose the wireless devices that best suit the needs of their mobile workers. Organizations can select from a wide range of popular BlackBerry devices and BlackBerry Connect and BlackBerry Built-In devices from leading manufacturers.
- 2 **Support for multiple wireless networks**
The BlackBerry Enterprise Solution works with many different wireless network technologies around the world, giving government customers the freedom to choose among wireless networks and service providers.
- 3 **BlackBerry Enterprise Server Software**
Robust server software manages wireless connectivity of information from behind the firewall, providing advanced security features and automatic “push” delivery of information.
- 4 **Integration with messaging and collaboration servers**
The BlackBerry Enterprise Solution provides an out-of-the-box solution for wirelessly extending IBM Lotus Domino, Microsoft Exchange and Novell GroupWise.
- 5 **Wireless extension of application servers and databases**
The BlackBerry Enterprise Solution provides the technology required to wirelessly extend an organization's application infrastructure whether the extensions are designed in-house or outsourced to BlackBerry System Integrators or BlackBerry Solution Provider Alliance Partners.

Extending the BlackBerry Enterprise Solution

The BlackBerry Enterprise Solution provides the technology required to wirelessly extend government data and information beyond email. Wireless access to important information allows mobile users to be more efficient and effective, helping government organizations meet their goals and objectives.

The BlackBerry Enterprise Solution combines product, service and support program elements that are necessary for extending government applications and systems. Based on their requirements, organizations can choose to: purchase a pre-built wireless application from BlackBerry ISV Alliance Partners, outsource custom development of the wireless extension to BlackBerry System Integrators or BlackBerry Solution Provider Alliance Partners or design the wireless data extension in-house.

Using the BlackBerry Enterprise Solution to extend information wirelessly gives government organizations distinct advantages which allow them to:

- **Achieve Compelling ROI** - The BlackBerry Enterprise Solution allows public sector organizations to wirelessly extend information from their existing applications and systems without the overhead of rebuilding or replacing them. It wirelessly enhances the accessibility of these systems, enabling organizations to successfully achieve optimizations from their original technology investments.
- **Improve Decision Making** - The BlackBerry Enterprise Solution is designed to provide mobile government users with access to information residing in applications and systems, helping them make more informed decisions while away from the office. With the BlackBerry Enterprise Solution, personnel in the field can receive proactive wireless notifications of emerging issues, verify the issues with colleagues and take action before they become problems.
- **Improve Organizational Effectiveness** - The BlackBerry Enterprise Solution can help further strengthen the reputation of public sector organizations by putting key information into the hands of mobile users where and when it is needed. It allows government personnel in the field to become informed and empowers them to perform their duties with greater speed and precision.



- **Improve Productivity** - BlackBerry allows mobile government professionals to remain productive while on the go. A recent Ipsos-Reid study shows that[‡]:
 - Most BlackBerry users can turn 53 minutes of downtime into productive work time each day with immediate access to information and communications.
 - BlackBerry users can increase the efficiency of an entire team by nearly 30%, simply by allowing mobile professionals to keep work moving forward while they are away from the office.
- **Improve Emergency Preparedness** - The BlackBerry Enterprise Solution can help government and public sector organizations improve their responsiveness to emergency situations by placing key Continuity of Operations (COOP) information in the hands of mobile workers where and when it is needed. With BlackBerry, first responders and decision-makers can effortlessly access information, such as emergency response procedures, contacts, maps, policies, floor plans and more, helping them make informed decisions while they're on the go.

Extend Leading Government Applications With BlackBerry

The following companies offer applications for use with BlackBerry:*

- SAP®
- PeopleSoft®
- Onyx™ Software
- Siebel® Systems
- Oracle®
- Peregrine Systems®
- Remy®
- AmDocs
- And more

Options for Extending BlackBerry Wirelessly

The BlackBerry Enterprise Server provides government organizations with several options for wirelessly extending information and data beyond email:

- In-house development by internal developer teams
- Outsourced development provided by BlackBerry System Integrators or BlackBerry Solution Provider Alliance Partners
- "Pre-packaged" applications sold by BlackBerry ISV Alliance Partners



The Best Wireless Solution for Government Organizations

The BlackBerry Enterprise Solution is a leading wireless solution for public sector organizations with mobile workforces that require access to information and communications while on the go. Deployed by thousands of government organizations around the world, it's an award-winning wireless solution that receives glowing reviews and accolades from the many organizations that use it to extend government information beyond email:

"Access to information and people are critical to effectively running any government. BlackBerry has been essential in helping us meet that need. Since taking office, members of my administration have been able to access information via BlackBerry during important meetings without even leaving the room."

"BlackBerry helps keep me and my staff connected. Wireless access with BlackBerry has allowed us to become extremely efficient and has increased the responsiveness, accountability and availability of city officials."

C. Ray Nagin, Mayor, City of New Orleans

"This past year, there has been a sense of urgency to implement secure, reliable, wireless communication technology that enables us to easily get information to FDNY staff during emergency situations."

Sal Cassano, Chief of Operations, New York City Fire Department (FDNY)

"The public has responded well to BlackBerry and it is helping us to do our jobs more effectively."

Paul Friday, Head of Information Systems, West Yorkshire Police

"We use BlackBerry for monitoring the health of the servers. It's an easy and convenient way to do daily system administration tasks. We've cut our speed to respond from hours to minutes."

Michael Martinez, Linux System Administrator, US Department of Agriculture

"Not only do members and staff depend upon BlackBerry for daily communications and business operations, the House [of Representatives] relies upon BlackBerry for notifications and communications in emergency situations."

James Eagan III, Chief Administrative Officer, US House of Representatives

To Purchase

Purchase the BlackBerry Enterprise Solution by contacting your wireless service provider.

For More Information

Obtain additional information on how the BlackBerry Enterprise Solution can empower your mobile professionals and provide advantages for your government organization:

Web: www.blackberry.com/gov

Email: government@blackberry.net

* Check with service provider for availability, roaming arrangements, service plans and features. Certain features outlined in this document require a minimum version of BlackBerry Enterprise Server Software, BlackBerry Desktop Software, BlackBerry device software and/or BlackBerry device and may require additional development or third party products and/or services for access to corporate applications. Your use of third party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third party products or services and RIM assumes no liability whatsoever in relation to the third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages. ** Support for S/MIME available for BlackBerry Enterprise Server for Microsoft Exchange only. † Features and functionality of BlackBerry Connect and BlackBerry Built-In devices may vary from device to device. ‡ Based on 2004 Ipsos-Reid study "Analyzing the Return on Investment of a BlackBerry Deployment"

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