BlackBerry Training courses present end-users and BlackBerry® Enterprise Server™ administrators with opportunities to learn about tools and skills that will help your organization maximize its BlackBerry Enterprise Solution™ investment.

For More Information
Learn more about how BlackBerry Training can help you maximize the value of your BlackBerry investment:
Email: blackberrytraining@rim.com
Web: www.blackberry.com/go/training

To Sign Up For Training
If you are interested in registering for training:
Email: blackberrytraining@rim.com
Online courses: www.blackberry.com/support/training/online_courses.shtml
Open session courses: www.blackberry.com/go/training
BlackBerry Training Overview

BlackBerry Training courses present end-users and BlackBerry Enterprise Server administrators with opportunities to learn about tools and skills that will help your organization maximize its BlackBerry Enterprise Solution investment.

Using training to educate users and administrators about the full possibilities for using BlackBerry software and devices is an excellent way to build on their basic functional knowledge. BlackBerry training for end-users and BlackBerry Enterprise Server administrators is designed to help your organization increase performance and efficiency by empowering your employees to take advantage of the advanced features and capabilities of the tools they rely on to do their jobs.

BlackBerry Training courses are developed and presented by the people who know the material best—BlackBerry experts from Research In Motion, the manufacturer. Courses feature up-to-date information validated by BlackBerry experts and use a combination of interactive instruction, hands-on lab work, and quizzes to create powerful learning situations. The material is made highly accessible by enthusiastic trainers who are skilled at helping trainees understand, absorb, and retain knowledge.

To suit the different training needs within your organization, BlackBerry Training is presented in several formats: convenient online training courses, open sessions in major North American and UK cities, and on-site sessions that can be tailored to your organization’s specific training needs. Select whatever method is most convenient for you.

Accelerate ROI and enhance revenue

Proper training can help ensure that your organization’s BlackBerry investment remains not only operational but also fully utilized to maximize productivity and efficiency. Increasing administrators’ knowledge of the BlackBerry Enterprise Solution and its components enables them to better support their BlackBerry implementation and BlackBerry users. Improving end-user understanding of the capabilities of their BlackBerry devices helps increase job performance and drives more business.

Help reduce the incidence and impact of downtime

BlackBerry Enterprise Server Advanced Administrator Training courses are designed to teach administrators about preventive measures that can help minimize the incidence and impact of downtime. Aimed at a better understanding of BlackBerry Enterprise Server administrators, these courses present end-users and BlackBerry Enterprise Server administrators with opportunities to learn about tools and skills that will help your organization maximize its BlackBerry Enterprise Solution investment.

Here’s what attendees are saying about BlackBerry Training

"Very informative. There was lots of helpful feedback on troubleshooting, tips and real problems that our organization was experiencing. Great instructors."

"Excellent training session—now I understand how to manage BlackBerry Enterprise Server."

"I found this course to be very beneficial. It filled in several holes in my knowledge. I am excited to go back and implement new policies and experiment with software configurations."

"The course was excellent and the instructor was very knowledgeable. It was a great resource for tips for troubleshooting."
BlackBerry Training Overview

BlackBerry Training courses present end-users and BlackBerry Enterprise Server administrators with opportunities to learn about tools and skills that will help your organization maximize its BlackBerry Enterprise Solution investment.

Using training to educate users and administrators about the full possibilities of using BlackBerry software and devices, is an excellent way to build on their basic functional knowledge. BlackBerry training for end-users and BlackBerry Enterprise Server administrators is designed to help your organization increase performance and efficiency by empowering your employees to take advantage of the advanced features and capabilities of the tools they rely on to do their jobs.

BlackBerry Training courses are developed and presented by the people who know the material best—BlackBerry experts from Research in Motion, the manufacturer. Courses feature up-to-date information validated by BlackBerry experts and use a combination of interactive instruction, hands-on lab work, and quizzes to create powerful learning situations. The material is made highly accessible by enthusiastic trainers who are skilled at helping trainees understand, absorb and retain knowledge.

To suit the different training needs within your organization, BlackBerry Training is presented in several formats: convenient online training courses, open sessions in major North American and UK cities and on-site sessions that can be tailored to your organization’s specific training needs. Select whatever method is most convenient for you.

Accelerate ROI and enhance revenue
Proper training can help ensure that your organization’s BlackBerry investment realises not only operational but also fully realized productivity and efficiency. Increasing administrators’ knowledge of the BlackBerry Enterprise Solution and its components enables them to better support their BlackBerry implementation and BlackBerry users. Improving end-user understanding of the capabilities of their BlackBerry devices helps increase job performance and drives more business.

Help reduce the incidence and impact of downtime
BlackBerry Enterprise Server Advanced Administrator Training courses are designed to teach administrators about preventative measures that can help minimize the incidence and impact of downtime. Armed with a better understanding of BlackBerry Enterprise Server, administrators can self-diagnose and troubleshoot issues, as well as take steps to anticipate problems before they occur. Equipping administrators with the knowledge to maintain and manage the BlackBerry Enterprise Solution helps ensure that any serious issues that truly require technical support get escalated.

Enhance productivity throughout your organization
When users know the full capabilities of their BlackBerry devices and software, they are able to be more effective and get more accomplished with the same amount of time and effort. By building awareness of advanced features, short-cuts and customized settings, BlackBerry End-user Training can not only improve the productivity of individual users but make your entire organization more productive.

Increase worker confidence and effectiveness
Broader, deeper knowledge of their BlackBerry devices and software helps workers realize that they have powerful tools and job aids at their fingertips, increasing their satisfaction levels. High satisfaction increases the likelihood that your workers will embrace the BlackBerry Enterprise Solution and its applications and information your organization chooses to mobilize.

Here’s what attendees are saying about BlackBerry Training

"Very informative. There was lots of helpful feedback on troubleshooting, tips and real problems that our organization was experiencing. Great instructors."

"Excellent training session—now I understand how to manage BlackBerry Enterprise Server."

"I found this course to be very beneficial. It filled in several holes in my knowledge. I am excited to go back and implement new policies and experiment with software configurations."

"The course was excellent and the instructor was very knowledgeable. It was a great resource for tips for troubleshooting."

BlackBerry Enterprise Server Advanced Administrator Training

Advanced administrator training sessions are designed for BlackBerry Enterprise Server administrators who want to manage their BlackBerry Enterprise Solution deployment and environment more efficiently and improve the experience of their BlackBerry device users. The course presents lessons that can help administrators improve their familiarity with the management interface, troubleshooting techniques, problem solving skills and the tasks associated with day-to-day operation of the BlackBerry Enterprise Solution.

BlackBerry Enterprise Server Advanced Administrator Training courses explain how to trace message data flow and BlackBerry Mobile Data Service data flow dynamically through the solution. Hands-on activities give learners the opportunity to assess BlackBerry Enterprise Server software component performance by configuring and generating log files at key points along the data flows. The course is designed to teach administrators a high level of proficiency for troubleshooting key areas and identifying possible resolutions and impact.

BlackBerry Enterprise Server Advanced Administrator Training is available through convenient open sessions held in major cities throughout North America and the UK and through on-site sessions that are held at your facility and can be tailored to meet your specific training needs. Separate BlackBerry Enterprise Server Advanced Administrator Training courses are available for IBM® Lotus® Domino®, Microsoft® Exchange and Novell® GroupWise® platforms.

BlackBerry End-user Training

Educating users about the full capabilities of their BlackBerry devices and software enables them to be more effective and get more accomplished. Building awareness of advanced features, short-cuts and customized settings through BlackBerry End-user Training can not only improve the productivity of individual users—it can also make your entire organization more productive.

BlackBerry End-user Training is available through self-directed online courses and instructor-led onsite courses designed to meet the needs of new and experienced BlackBerry users. Online courses are 30 minutes long and guide trainees through a series of interactive exercises that cover basic to advanced features and tips for using BlackBerry devices and the main features of BlackBerry desktop software, including backing-up data, BlackBerry Enterprise Server redirector settings and synchronizing calendar, contacts and tasks. Instructor-led courses cover the same material with the added benefit of offering direct access to a BlackBerry expert that can answer specific questions and customize the content according to the unique needs of the learners.
BlackBerry Training courses present end-users and BlackBerry® Enterprise Server™ administrators with opportunities to learn about tools and skills that will help your organization maximize its BlackBerry Enterprise Solution™ investment.

For More Information
Learn more about how BlackBerry Training can help you maximize the value of your BlackBerry investment:

Email: blackberrytraining@rim.com
Web: www.blackberry.com/go/training

To Sign Up For Training
If you are interested in registering for training:

Email: blackberrytraining@rim.com
Online courses: www.blackberry.com/support/training/online_courses.shtml
Open session courses: www.blackberry.com/go/training