BlackBerry | Enterprise Consulting

BlackBerry Enterprise Mobility Suite – Collaboration Edition Quickstart

Program Description ("Collaboration Edition")

> This document provides a general description of the services to be provided. BlackBerry reserves the right to periodically change information in this document; however such changes will only apply to services contracted for after such change is made.

COLLABORATION EDITION

INTRODUCTION

The BlackBerry Enterprise Consulting Quickstart Project is designed to help the customer's organization deploy the licensed BlackBerry Enterprise Mobility Suite - Collaboration Edition (EMS-CBE) software as efficiently as possible.

Throughout the Quickstart Project, a BlackBerry Project Manager and Technical Consultant will work with the customer to ensure the following tasks are completed:

- Planning and prerequisites of a production class EMS-CBE platform
- Implementation, configuration and testing of the EMS-CBE platform
- Documentation supporting the customer implementation

After the Quickstart Project, the customer will have deployed a scalable EMS-CBE production environment as their Enterprise Mobility Management (EMM) solution.

FUNCTIONALITY

The following features are licensed with the EMS-CBE. Where the customer's environment supports these features, BlackBerry Enterprise Consulting will deliver a Quickstart Project to successfully deploy all applicable software and functionality.

BlackBerry Enterprise Mobility Suite

Containment Operating Systems, Apps, Content	Feature	Description	Management Edition	Enterprise Edition	Collaboration Edition	Application Edition	Content Edition
	Enterprise Content Security	Enable secure enterprise file sync and sharing with full document tracking and file-level DRM					✓
	Mobile Identity & Access	Deliver integrated single sign-on to cloud services and secure app access with 2-factor authentication				✓	✓
	App Analytics	Track metrics and gain insight into app activity to make better investment and productivity decisions				✓	✓
	Secure Custom Apps	Develop and deploy secure custom apps with integrated security, platform and mobility services				✓	✓
	Regulated Sector Controls	Access advanced security and policy controls (for regulated sectors and high-security use cases)			✓	✓	✓
	Enterprise App Security	Deploy secure work apps and enable seamless app connectivity to back-end enterprise resources			✓	✓	✓
	Secure Instant Messaging	Extend secure enterprise instant messaging and presence to mobile (Skype for Business, Jabber)			✓	✓	✓
	Secure Document Collaboration	Provide secure document access (SharePoint, Box, OneDrive, file shares) and editing capabilities			✓	✓	✓
	Secure Email & PIM	Deliver a modern and user friendly secure work email, calendar, contacts, and tasks experience		✓	✓	✓	✓
	Secure Browser	Extend VPN-less secure browsing access to company intranet and web apps	✓	✓	✓	✓	✓
	Unified Endpoint Management	Secure and manage all corporate and personal devices to ensure full policy compliance	✓	✓	✓	✓	✓

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ENGAGEMENT STRUCTURE

The BlackBerry Enterprise Mobility Suite - Collaboration Edition Quickstart includes the following sequenced tasks to be delivered in agreement between customer and the BlackBerry Project Manager.

Initiate → Design → Install & Configure → Validate → Close

The Quickstart Project phases are broken down as follows:

Phases	Task Description	Deliverable
1. Initiate	The BlackBerry Technical Consultant will have a call with the Customer post Quickstart Project purchase to formally launch the Quickstart Project. The agenda for the technical kick-off call will include: • Infrastructure discussion • Review prerequisites and next steps The aim of the technical kick-off call is to educate the customer on the appropriate capabilities of the licensed technology purchased. A secondary objective of the call is to confirm the importance of the prerequisites being completed in advance of the install & configuration phase. Following the technical kick-off, the Project Manager will also set the date for the prerequisites validation check WebEx session	Technical kick-off call Reference architecture
2. Design	During this phase the following will be carried out: • A standard design document describing the environment will be produced and provided to the customer and an appropriate architecture solution designed to fit the customer's requirements will be defined.	Prerequisites documented Standard design document

3. Install and Configure	The BlackBerry Technical Consultant will lead the installation of the customer's implementation of the EMS-CBE platform.
	
	This phase of the Quickstart Project will include the following:
	
	• Technical Consultant review of all prerequisite installation conditions, as communicated to the customer during the initiate & design phases of the Quickstart Project. This includes host server requirements, messaging server, Active Directory, SQL, application software requirements, and network requirements (such as firewall and IP address configuration)
	• Review and provide appropriate direction on necessary BlackBerry software licenses required for all product installations
	• Lead the customer IT admin/installation team to install each of the applicable EMS-CBE products.
	
	Server products to be installed (license fees are not included in Enterprise Consulting fees):
	  I. BlackBerry Unified Endpoint Manager ("UEM") x 1 Server
	     o BlackBerry Dynamics (BlackBerry Control and BlackBerry Proxy)
	  II. BlackBerry Enterprise Management Server (BEMS) x 1 Server
	     o BEMS Push Notification Service
	     o BEMS Presence Service
	     o BEMS Connect Service (for Instant Messaging)
		Prerequisite validation check
		
		Installation and configuration of the defined architecture solution

Phases	Task Description	Deliverable
	o BEMS Docs Service Perform the following configuration services: • Create a new default IT policy/profile; with applicable consideration for MDM and MAM deployment requirements • Create a new default user group and assign the default IT policy/profiles to it	
4. Validate	Post installation, the BlackBerry Technical Consultant will: • Confirm that the installed servers are functioning per BlackBerry best practices • Walk through the successful provisioning and activation of three (3) devices (to be selected and provided by the customer); and the applicable portfolio of BlackBerry Applications, such as BlackBerry Work, BlackBerry Access and ISV applications • Verify administration functions e.g. communications with devices • Ensure appropriate license information appears as expected • Ensure logging is working and target folders are correctly configured • Verify deployed servers, as applicable, are functioning as expected, including confirmation that the customer is able to view the provisioned users Provide the "As Built" document capturing customer specific platform installation parameters in the customer production environment.	Testing validation checklist for each deployed component As Built document
5. Close	The BlackBerry Technical Consultant, Project Manager and customer will have a call to discuss the following: • Review the accomplishments of the Quickstart Project • Discuss the final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support • Confirm that the Project Manager will send the customer the satisfaction survey and receipt and acceptance email • Resolve any issues that the customer identifies within the Quickstart Project, if the identified issues fall within the Quickstart Project scope defined herein The customer will: • Complete the receipt and acceptance email and submit it to the BlackBerry Project Manager within three (3) days of the Quickstart Project close. *Please note: The Quickstart Project will be deemed accepted, unless within three (3) business days of delivery of the receipt and acceptance email by BlackBerry to the customer, the customer formally rejects the deliverables, by returning the receipt and acceptance form stating that the deliverables do not meet the acceptance criteria and are rejected.*	Receipt and Acceptance email Customer satisfaction survey

PROJECT MANAGEMENT

BlackBerry Project Management resource will be assigned throughout Quickstart Project, but will not be allocated full time.

Key roles and responsibilities:

- Maintain and communicate Quickstart Project risks and issues log
- Weekly Quickstart Project status meetings and engagement tracker
- Run Quickstart Project close meeting

DELIVERABLE ACCEPTANCE CRITERIA

BlackBerry may present interim deliverables to the customer for review throughout the Quickstart Project. Should BlackBerry present an interim deliverable, the customer will review, and either accept, or document specific corrective items in writing within three (3) business days. In the absence of any comments, deliverables produced by BlackBerry will be deemed accepted after three (3) business days.

LIMITATIONS & QUICKSTART EXCLUSIONS

- This Quickstart Project covers the deployment of only EMS-CBE licensed solutions. Additional Collaboration Edition offerings may be purchased as add-ons, otherwise additional consulting work not contained in this Quickstart Project is deemed out of scope.
- Working time is defined as Monday to Friday (excluding local bank/statutory holidays), 9am-5pm, with a 60 minute break for lunch.
- Single and multi-site business continuity (high availability and disaster recovery) is out of scope of this Quickstart Project. This may be purchased as an additional add-on, please speak to the BlackBerry account manager for additional information
- BlackBerry is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities.
- Kerberos Constrained Delegation (KCD) and Direct Connect is out of scope.
- Only server software generally available at the time of the Quickstart Project start date will be in scope and deployed. There will be no upgrade provided where a new version of software is released during the Quickstart Project. Where this is required the customer will need to engage with their BlackBerry account team to determine next steps and additional costs.
- Only third-party software and infrastructure identified during the technical kick off and design phase will be in scope for deployment of the EMS-CBE licensed solutions. There will be no change to design or implementation where third-party software or infrastructure has been changed by the customer during the course of the Quickstart Project, or this will incur additional cost.

CUSTOMER RESPONSIBILITIES

a. The customer must provide appropriate resources to attend technical kick-off and design session on the commencement date.
b. The customer must provide BlackBerry representatives with information and resources to successfully execute the Quickstart Project. This can include, without limitation, providing access and credentials to systems, completing installation prerequisites, providing project resources, and attendance in planning, execution, or training meetings.
c. Customer will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review.
d. Customer must ensure it has the necessary escalation and communication channels to resolve any blockers in a timely manner, including dependencies on third parties and customer's other vendors, suppliers, and consultants.
e. Where customer requires troubleshooting or issue resolution in excess of what is already allocated within each phase of the Quickstart Project, then this will be handed over to the BlackBerry Technical Support team for further in-depth investigation as part of customer's technical support/maintenance subscription, and is deemed outside the scope of the Quickstart Project. All cases pending with BlackBerry Technical Support will be documented at Quickstart Project closure, however will have no bearing on Quickstart Project closure or acceptance.
f. If BlackBerry Enterprise Consulting should travel to a customer location for the delivery of this Quickstart Project, there will be additional travel and expense costs. These travel and expense costs can be paid for prior to the engagement, or at actuals, at engagement completion.
g. The customer shall provide at least forty-eight (48) hours' notice for the cancellation or postponement of any work already scheduled as part of the Quickstart Project. In such scenario of a cancellation or postponement and/or if

customer fails to meet or fulfil any of the specified customer responsibilities or requirements in this Quickstart Project and such failure results in a delay in the Quickstart Project in any way, BlackBerry reserves the right at its sole discretion to terminate the engagement without refund, or to charge the customer for additional resources at BlackBerry's current daily rate of $2,500 USD for the delay period.

h. Customer must have a right to use the software and licenses. This requires that the customer must have purchased, or have converted, the appropriate license rights to the target environment.

i. Hardware requirements are the responsibility of the customer, and it is the customer's responsibility to ensure the hardware requirements are met prior to the upgrade in accordance with BlackBerry's Software and hardware requirements to accommodate current version of BlackBerry Software being installed.

j. The customer is responsible for third-party software, hardware, or services outside of the BlackBerry software installer. The customer is responsible for installations/upgrades/configurations/etc identified by BlackBerry in the initiation phase. BlackBerry is not responsible for issues that result of the customer not completing the prerequisites for installation, or third-party service outages and issues that prevent the BlackBerry representative from performing the installation in accordance with BlackBerry standards.

k. End user education and enablement of end user mobile devices.

BlackBerry may subcontract all or a portion of the services and/or have the services performed by one of its affiliates.

BlackBerry Enterprise Consulting offers additional consulting and educational offerings. To learn more about these offerings, please go to: https://ca.blackberry.com/enterprise/enterprise-consulting
and https://www.blackberry.com/ca/en/services/professional-services/blackberry-cybersecurity-consulting

Note: the services described in this Program Description are subject to the terms and conditions of the Business Services by BlackBerry Terms at https://ca.blackberry.com/legal/technical-support-terms.

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