Managed Enterprise BlackBerry
Service Description

BlackBerry is the one-stop, **no-compromise, wireless email solution** that allows users to stay connected with access to **email, phone, web** and **organiser** features on the go.

1. Introduction

The Managed Enterprise BlackBerry service, based on RIM's BlackBerry Enterprise Server provides users of the Cobweb Hosted Exchange service with the following functionality:

- Wireless over-the-air device configuration
- Complete, two-way wireless synchronisation of email, calendar, address book, task and memo pad
- Remote control of email settings allows wireless configuration of out of office replies, email filters, and auto-signatures directly from BlackBerry devices.

2. Platform

- The service is delivered on a one-to-many shared model based upon a BlackBerry Enterprise Server connected to the Cobweb Hosted Exchange service platform
- The BlackBerry Enterprise Servers are monitored using Microsoft System Centre Operations Manager and HP Systems Insight Manager.

3. Security

- The delivery of the Cobweb Hosted Exchange service is controlled by our ISO27001 Information Security Management policies and procedures
- The multi-tenanted security features of Microsoft Active Directory, Exchange Server and BlackBerry Enterprise Server ensure that customer mailboxes are secured with permissions and groups for their organisation only. No other customer has permissions or can see or access any other customer's data.

The network security at the data centre is fronted by multiple resilient firewalls. Security procedures involve advanced monitoring of network traffic, router loading and application behaviour

- Our state-of-the-art data centres are managed on a 24*7 basis by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance
- Triple DES & AES data encryption protects wirelessly transmitted information at all points between BlackBerry Enterprise Server and BlackBerry Devices
- Wireless Encryption Key Recognition allows users to wirelessly change encryption keys on BlackBerry devices as required
- Content Protection permits local password protection and encryption of all data stored on BlackBerry devices and is enforceable through wirelessly applied IT policies.

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4. Access Methods

- BlackBerry Enterprise devices connect to the Hosted BlackBerry Enterprise Server over any mobile network that supports Mobile Data and BlackBerry Enterprise devices
- BlackBerry Enterprise devices can only be configured to access a single Cobweb Hosted Exchange Enterprise Mailbox.

5. Service Term

- The Managed Enterprise BlackBerry service has a minimum term of 12 month from the date the service is first activated.

6. Support

- The service is fully supported 24*7 via Email, Online Support Form and Telephone
- Severity 1 issues only, as defined by the Service Level Agreement, will be progressed 24*7 with all other issues handled during Core Hours of support
- Device lockout and device wipe are available within Control Panel or through the Service Desk
- Configuration change requests are classified as Severity 3 calls
- All other calls will be classed as Severity 2, 3 or 4 as appropriate and as per the standard Service Level Agreement
- Access to the Service Desk is for two named Customers Administrators per customer site.

7. Service Level Target

- The Managed Enterprise BlackBerry service is provided with a Service Level Target of 99.5% availability
- No service credits are payable for failure to meet this target
- Service availability explicitly excludes mobile network availability, device configuration and any device connectivity issues.

8. Administration

Administration of the service is managed by our engineers within the Service Desk. All requests regarding the service must be made through the Service Desk. Tasks that can be completed by customers in the Customer Control Panel include:

- Purchase additional Managed Enterprise BlackBerry service licenses
- Reassign Managed Enterprise BlackBerry service licenses
- Reset Activation Passwords
- Remote wipe of BlackBerry Enterprise devices.

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