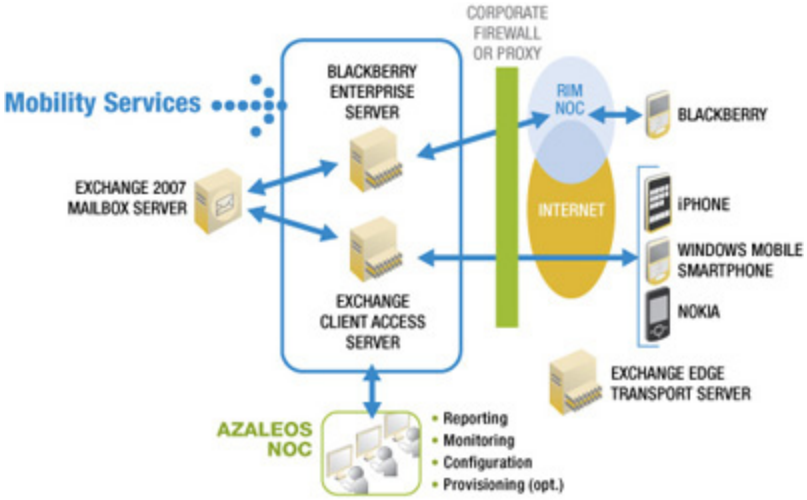
866.318.8767
fax 206.260.7480
info@azaleos.com

Managed Mobility Services

Azaleos Managed Mobility Services deliver 24x7x365 monitoring and management for all aspects of on-the-road Exchange connectivity with Blackberry devices (including hardware, software, firmware, and configuration support). This service ensures anytime, anywhere access to Microsoft Exchange and other business critical information from RIM Blackberry mobile devices.

Why This Service Is Important

With today's increasingly mobile workforce, anytime/anywhere access to Microsoft Exchange has become essential to maintaining a high level of productivity. Whether working from home or the road, mobile employees require 24x7x365 access to the same Exchange tools they use in the office -- email, calendar, contacts and tasks. Azaleos Managed Mobility Services support IT departments with a turnkey mobile solution for use of RIM BlackBerry smartphones.



How It Works

By integrating with Azaleos Managed Exchange Services monitoring and management, customers gain a complete solution that can be rapidly deployed to support all of the enterprise's mobile device access needs. Once the appliance is placed securely in the customer network, behind the firewall, Azaleos' trained technicians take on the responsibility of monitoring and managing mobile device access to the network and to Microsoft Exchange, 7 days a week, 24 hours a day. And unlike other managed services, Azaleos' remote management does not require a less secure Virtual Private Network connection by leveraging Azaleos' patented SecureX technologies.

Azaleos also offers an add-on to this service to guarantee the high quality of Blackberry service that users demand. The standard version includes basis monitoring and management of RIM devices. The add-on delivers over-the-air (OTA) provisioning services for end-user set-up and support.

Key Features

- **BES Infrastructure Monitoring and Visualization:**
  Azaleos NOC technicians will proactively monitor BES applications and services, including MDS, SRP, BES to Exchange, BES underlying OS and SQL database, indviidual Blackberry user devices and wireless carriers.
- **Proactive Detection of User Issues:**
  Azaleos can identify how many messages are being sent/received, message queues, carrier type, battery balance, device type, etc. allowing for easy device management.
- **24x7x365 Monitoring and Availability:**
  Take advantage of remote configuration and patch management/maintenance of Blackberry Enterprise Server, Microsoft Windows, and SQL Server provided by Exchange and Mobility experts -- backed by a comprehensive set of service level agreements.
- **On-Premises Performance and Security:** Enable rapid and secure access to data from Blackberry devices.
- **Instant Alerts:** Azaleos provides immediate notification in the event of a mobile service outage so in-house IT teams can avoid the hassle of troubleshooting in an effort to isolate the cause of service interruption.
- **Threshold-based Monitoring:** Customers are proactively alerted if user, group or infrastructure performance shows abnormal trends or exceeds certain predefined threshholds.
- **Device Business Continuity Assurance:** Customers may opt to combine this service with the Azaleos Managed Continuity Services to ensure that Blackberry device users will always be assured of service in the event of an outage, technical issue or disaster.
- **RIM support costs:**
  This service includes the cost of any BES support allowing you to discontinue any BES server support agreements with RIM.
- **Enforce security and compliance:**
  Azaleos Managed Mobility Services provide visibilty into PIN #'s, available device store space, IT Policy enforcement and device usage.