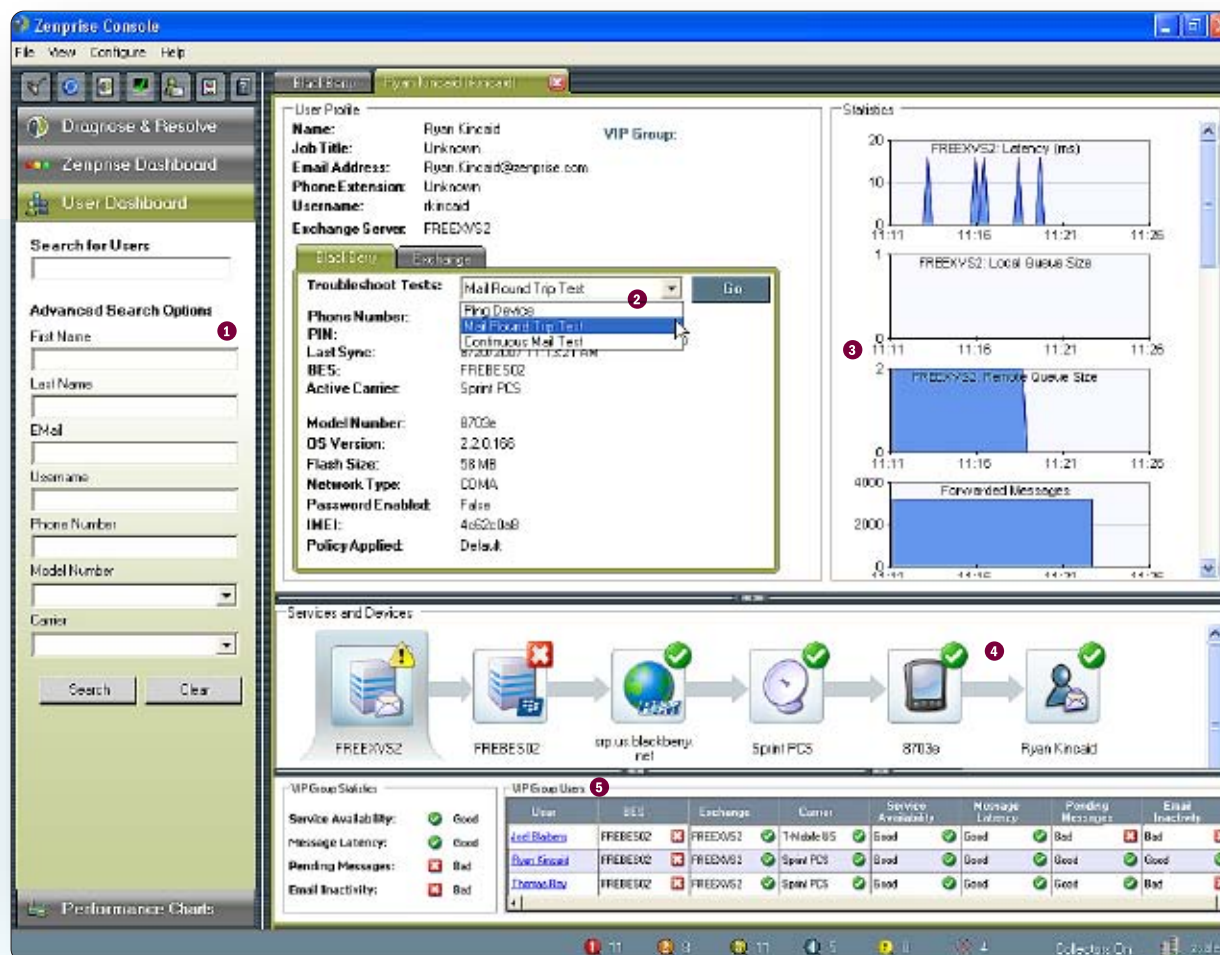




zenprise

# ZENPRISE FOR BLACKBERRY: PROACTIVELY TROUBLESHOOT AND RESOLVE END-USER AND INFRASTRUCTURE PROBLEMS



- 1 **Advanced search** exposes unsupported devices and compliance violations
- 2 **Email diagnostic tests** troubleshoot problems instantly
- 3 **Real-time user performance stats** help prevent problems before they impact users
- 4 **End-to-end infrastructure view** spots problems in the entire email chain for individual users
- 5 **VIP dashboard** provides a quick health check of VIP group

< ZENPRISE CONSOLE: USER DASHBOARD VIEW >

The rapid increase in BlackBerry device adoption is raising a wide range of unique business questions:

How will your company successfully...

- **Provide higher service levels to BlackBerry users, including executive users?**
- **Enforce IT compliance policies and procedures?**
- **Eliminate BlackBerry downtime by solving problems proactively, not reactively?**

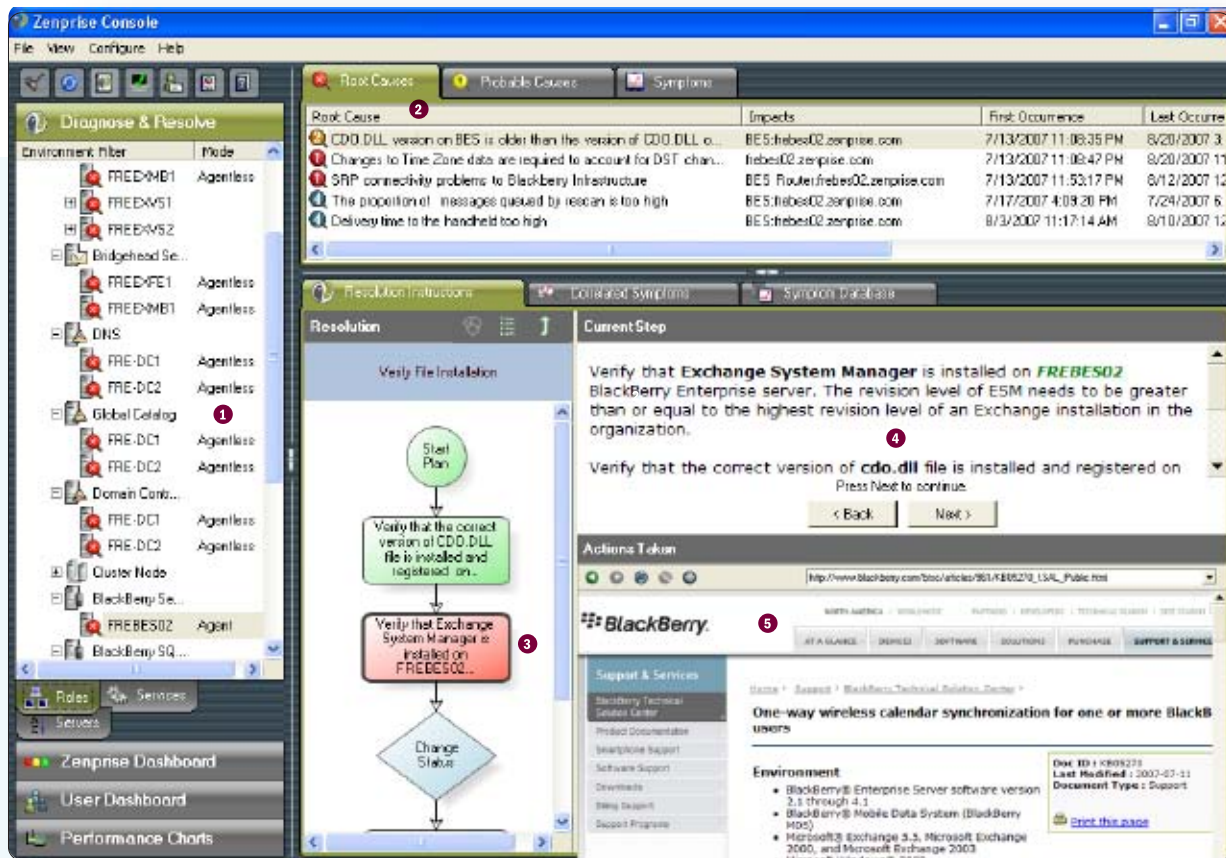
Zenprise is the answer. The service-management solution proactively monitors and auto-troubleshoots BlackBerry infrastructure and end-user problems. With Zenprise, administrators can get end-to-end visibility into their BlackBerry and Exchange environments and resolve problems before they are reported, without impact to individual users.

## DETECT END-USER BLACKBERRY PROBLEMS

Zenprise offers complete visibility of your BlackBerry user infrastructure. Through Zenprise's user dashboard, you can easily manage BlackBerry service levels and performance issues at a granular level for all individual users. Identify how many messages are being sent and received, the overall message latency, as well as specific carrier and device information for faster troubleshooting. With this added visibility, you'll always know that all BlackBerry users, including VIP users, receive the high levels of service they demand.

## ENFORCE SECURITY AND IT COMPLIANCE

Zenprise enables you to maintain corporate IT policies for all BlackBerry users and devices within your organization. The solution allows you to verify if passwords are enabled, manage mailbox sizes quotas and detect unsupported devices. With this added visibility, you are able to quickly spot and notify users who are in violation of a compliance or security policy.



ZENPRISE CONSOLE: ROOT CAUSE ANALYSIS AND RESOLUTION VIEW >

- 1 **Auto-discovery** of servers by roles and services captures problems due to configuration changes
- 2 **Root cause analysis** isolates the true underlying cause from symptoms
- 3 **Resolution chart** provides easy to follow resolution instructions
- 4 **Detailed resolution steps** allow lower level support teams to resolve more problems
- 5 **Embedded knowledge** from IM, Microsoft® and BlackBerry and Exchange experts, enable faster resolution

“Zenprise for BlackBerry enables us to proactively provide high levels of service to our BlackBerry users who need always on access to their email and calendar.” **Mike Ruman, Enterprise Messaging Manager, Grant Thornton**

#### PROACTIVELY TROUBLESHOOT AND RESOLVE PROBLEMS FASTER

Zenprise correlates the symptoms in your email environment to quickly identify the root cause of the problems. Auto-discovery enables Zenprise to analyze application configuration changes that impact availability and performance. If a problem is detected within or outside the internal network, Zenprise will automatically troubleshoot from its knowledgebase of 5,500+ problems across the BlackBerry infrastructure, which allows for a faster mean time to repair and improved service levels.

#### AWARDS



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