

# BlackBerry Enterprise Server Express

The freedom to connect more people



Great things happen when employees get together. Connect two people using the BlackBerry® solution and ideas get bigger. Progress happens faster. Answers get smarter. So imagine what happens when you give an entire business, regardless of size, the freedom to connect all its employees. Imagine BlackBerry® Enterprise Server Express.



In today's business, ideas are currency. The trick is making sure every employee has the freedom to share their thinking, collaborate and stay productive on the move.

## Get the most out of your BlackBerry smartphones.

From connecting to business applications to synchronizing email, calendar entries, contacts, tasks and memos, BlackBerry Enterprise Server Express uses push technology to help deliver messages and information to BlackBerry® smartphones in seconds. This helps ensure that the information on a user's BlackBerry smartphone is automatically updated with the information on their computer.



Give your employees wireless access to their Microsoft email, calendar and more - free.

Businesses with an existing Microsoft® Exchange Server or Windows® Small Business Server can easily get started with BlackBerry Enterprise Server Express. It works with any Internet-enabled BlackBerry® data plan or a BlackBerry® enterprise data plan and has no additional software fees or user license fees.<sup>1</sup>



## Great things happen when you're synchronized.

### Email

Discover why so many businesses choose the BlackBerry solution for their business email. Stay organized with email folder management, flagging and the ability to search for emails no longer on the device. Out-of-office notifications are easily updated from the BlackBerry smartphone.

### Calendar

Send out, respond to or forward meeting invitations easily with the BlackBerry smartphone. And with the Free/Busy Lookup feature, you can look at your colleagues' availability and choose a time that works for everyone.

### Address Book

Quick and easy access to business contacts. Contacts added in Microsoft® Outlook automatically synchronize with the address book on the BlackBerry smartphone (and vice versa), with no need to connect the device to the computer. Synchronize multiple contact folders, personal distribution lists and more.

### Documents and files

Open, view, save or email files directly from the BlackBerry smartphone. Popular supported file formats include JPEG, Adobe® PDF, Microsoft® Word, Microsoft® Excel® and Microsoft® PowerPoint®. Microsoft Word and Microsoft PowerPoint files can also be edited.<sup>4</sup> Looking for a file on your company's network? Use the "Files" application on the BlackBerry smartphone to access remote files.

### Productivity applications for business and life

Expand the utility of the BlackBerry smartphone with applications designed for your business. Access the tools you already use, plus BlackBerry App World™ offers countless applications for business productivity, mapping and more.

### Instant messaging and social networking

Take instant messaging and social networking out of the office. BlackBerry smartphones support BlackBerry® Messenger out of the box, or use web-based IM and social networking solutions like Windows Live™ Messenger, Google Talk™, Twitter™ and Facebook®.

Designed to provide the kind of information protection and control that makes the BlackBerry solution the pre-eminent choice for business, but without the licensing and software cost.

BlackBerry Enterprise Server Express offers IT control and advanced security features even for employees that choose to bring their own BlackBerry smartphone into your business.

Runs on the Microsoft Exchange or Windows Small Business Server

BlackBerry Enterprise Server Express is designed to support up to 75 BlackBerry smartphone users if it is installed and runs on the same server that runs Microsoft Exchange 2003, 2007, 2010 or Windows Small Business Server 2003 or 2008.<sup>5</sup> This eliminates the need to purchase an additional server. If you require more than 75 users, BlackBerry Enterprise Server Express can be installed on a separate server(s).<sup>2</sup>

Easy-to-use management console

The BlackBerry® Administration Service provides web-based access to do the following:

- Manage smartphones in your organization.
- Delegate tasks with 6 preconfigured IT administration roles.
- Deploy and manage applications over-the-air.
- Schedule device, application and IT policy updates.
- Update BlackBerry® Device Software wirelessly.

Protect your information

Data transmitted between BlackBerry Enterprise Server Express and BlackBerry smartphones is encrypted using Advanced Encryption Standard (AES) or Triple Data Encryption Standard (Triple DES). Over 35 IT policies further support the needs of your business by providing capabilities that include the following:

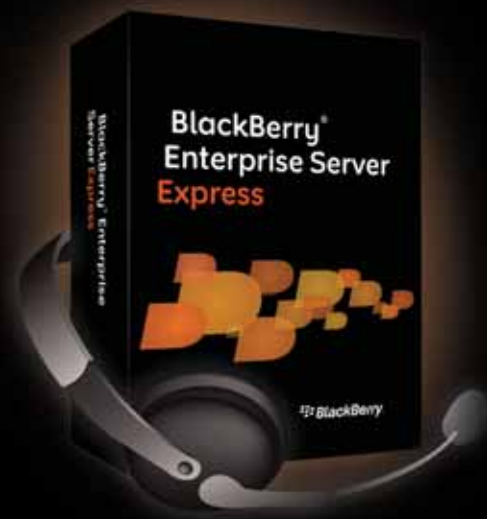
- Impose a device lock-down.
- Wipe data from a lost or stolen device.
- Wirelessly enforce security settings, such as Bluetooth® lockout.

Built-in protection against malware

BlackBerry Enterprise Server Express helps protect against malware by giving system administrators the ability to perform the following actions:

- Specify exactly which applications are permitted on the device.
- Prevent third-party applications from using persistent storage on the device.
- Determine which resources third-party applications can access on the device.
- Restrict the types of connections a third-party application running on the device can establish.





Visit [www.blackberry.com/go/supportexpress](http://www.blackberry.com/go/supportexpress) for more information.

## Support you can lean on.

Reliable support to keep your business working at peak efficiency. There's a full range of service options to suit every organization's need and level of support.

### Do it yourself with free support tools

- BlackBerry® Expert Support Center is home to a host of free online tools, articles and self-service resources.
- BlackBerry® Answers.
- BlackBerry® Support Community Forums.

### Complimentary Support Incident

- With BlackBerry Enterprise Server Express, your organization will get access to one complimentary BlackBerry support incident that can be used to access BlackBerry® Technical Support Services should you require assistance.<sup>6</sup>

### Installation from a technology reseller

- A technology reseller can get you up and running in no time and help you get the most out of your software.
- Contact your preferred BlackBerry® Value Added Reseller for pricing or more information.
- Visit [www.blackberry.com/VARlocator](http://www.blackberry.com/VARlocator) to find one close to you.

### Affordable programs designed with your business in mind

BlackBerry Technical Support Services provides your business with reliable and affordable technical support directly from the BlackBerry support experts.

- Designed to give you just the right amount of technical support for your business - whether you have a small office or large enterprise.
- With all support subscriptions, you get direct 24/7 access to BlackBerry experts and self-service tools to keep your BlackBerry solution performing at its best.
- Can be purchased as annual subscription per server from a BlackBerry technology reseller.

For more information and to purchase  
BlackBerry Enterprise Solution contact:



Telephone: 1-888-764-8888  
Website: [www.shi.com/blackberry](http://www.shi.com/blackberry)



Check with your service provider for roaming arrangements, service plans and supported features and services. Certain features outlined in this document require BlackBerry Enterprise Server Express version 5.0.1, BlackBerry Desktop Manager and/or BlackBerry Device Software version 5.0.

When you subscribe to third-party products or services you accept that 1. It is your sole responsibility to: (a) ensure that your airtime service provider will support all features; (b) identify and acquire all required intellectual property licences prior to installation or use and to comply with the terms of such licences; 2. RIM makes no representation, warranty or guarantee and assumes no liability whatsoever in relation to third party products or services.

1. Check with your service provider for roaming arrangements, service plans, and supported features and services. 2. Supports up to 2,000 BlackBerry smartphone users per BlackBerry Enterprise Server Express installation. 3. Software made available at no charge to the user subject to applicable licensing terms. 4. Attachment editing and/or viewing is not supported for all file formats or on all devices. For details, please visit [blackberry.com/go/remotefileaccess](http://blackberry.com/go/remotefileaccess) 5. BlackBerry Enterprise Server Express is compatible with Microsoft® Exchange 2003 SP2, 2007 SP2, 2010 or Windows® Small Business Server (SBS) 2003 and 2008. Please see [blackberry.com/go/expressrequirements](http://blackberry.com/go/expressrequirements) for full system requirements. 6. The complimentary BlackBerry support incident is valid for 60 days from receiving the software download email, subject to certain terms and conditions and available for a limited time only. A support incident is defined as a single technical question, problem or issue that Research In Motion Limited and its affiliates and/or subsidiaries (collectively "RIM"), in its sole discretion, determines to be directly related to the operation of BlackBerry Enterprise Server Express software. A support incident may require multiple interactions with the BlackBerry Technical Support Services team in order to reach a suitable resolution. Offer subject to change.

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