BLACKBERRY ENTERPRISE SERVICE 10

❓ What is it?

BlackBerry Enterprise Service 10 helps you manage BlackBerry smartphones and BlackBerry PlayBook tablets, as well as iOS devices and Android devices, all from a unified interface. BlackBerry Enterprise Service 10 protects business information, keep mobile workers connected with the information they need, and provide administrators with efficient tools that help keep business moving forward.

Components

- **BlackBerry Device Service:** Provides advanced administration for BlackBerry 10 devices and BlackBerry PlayBook tablets
- **Universal Device Service:** Provides advanced administration for iOS devices and Android devices
- **BlackBerry Management Studio:** Provides a unified interface to administer common tasks for BlackBerry 10 smartphones, BlackBerry PlayBook tablets, BlackBerry 7.1 and earlier smartphones, iOS devices, and Android devices

🔑 Key features

- Support for all types of BlackBerry smartphones and tablets, as well as iOS devices and Android devices
- Simplified and advanced consoles to address tiered administration requirements
- Trusted protection of your organization's information using device controls that manage how devices connect to your network, what capabilities are enabled, and what apps are available
- Variety of activiation and management options to balance work and personal needs

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Management consoles

- **Advanced management:** The BlackBerry Device Service console allows you to manage BlackBerry 10 devices, BlackBerry PlayBook tablets, BlackBerry Device Service components, and high availability.
- **Help desk management:** BlackBerry Management Studio allows you to perform basic management tasks for BlackBerry 10 devices and BlackBerry PlayBook tablets, manage licenses, and view reports of your system.

Security options

- **BlackBerry Balance:** Ensures that personal and work information and applications are kept separate on devices by creating a personal space and a work space and providing full management of the work space
- **Regulated options**: Enable compliance for government and regulated environments by providing full control over the device

Key features

- Ability to connect devices securely to your organization's network, including to Microsoft ActiveSync for email and calendar support
- Support for wireless activation
- Full set of controls that define how devices can connect to your organization's network, what device capabilities are turned on, and what apps are available
- Ability to send administration commands wirelessly to devices to permit secure management

Management consoles

- **Advanced management:** The Universal Device Service console allows you to manage iOS devices, Android devices, and Universal Device Service components.
- **Help desk management:** BlackBerry Management Studio allows you to perform basic management tasks for BlackBerry 10 devices and BlackBerry PlayBook tablets, manage licenses, and view reports of your system.

Security options

- **Secure Work Space:** Ensures that personal and work information are kept separate and secure on devices. You can ensure privacy for personal data or fully control the device.
- **Secure connectivity:** Increases network security for devices that have a work space by sending all device traffic from BlackBerry Enterprise Service 10 through the outbound-initiated ports 3101 and 443.

Key features

- Ability to connect devices securely to your organization's network, including to Microsoft ActiveSync for email and calendar support
- Full set of controls that define how devices can connect to your organization's network, what device capabilities are turned on, and what apps are available
- Ability to provision and manage work applications on devices
- Ability to view the device inventory for your organization

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EXTEND BLACKBERRY ENTERPRISE SERVICE 10

> ❯ Manage BlackBerry 7.1 and earlier devices

- To set up single, unified management of all devices in your organization, you can connect BlackBerry Enterprise Service 10 to BlackBerry Enterprise Server 5.
- BlackBerry Management Studio allows you to manage BlackBerry 7.1 and earlier devices that you activated on BlackBerry Enterprise Server 5.
- To minimize hardware requirements, you can install BlackBerry Enterprise Service 10 on the same computer as BlackBerry Enterprise Server 5.

> ❯ Integrate with enterprise IM

- To allow users to communicate using enterprise IM from their BlackBerry 10 devices, you can integrate BlackBerry Enterprise Service 10 with BlackBerry Collaboration Service.
- BlackBerry Collaboration Service connects your organization's instant messaging server with a collaboration client on BlackBerry 10 devices.

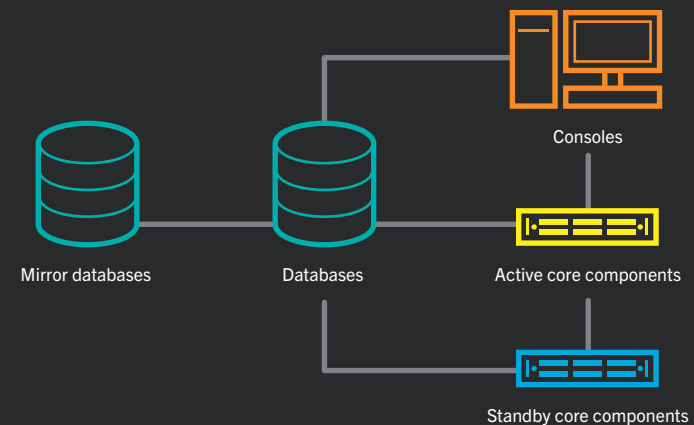:::BlackBerry®

BUSINESS CONTINUITY FOR DEVICES

Distributed installation

- To use hardware resources more efficiently and improve security, you can install the consoles separately from the core components.
- To avoid opening a direct connection from within your organization's firewall to the BlackBerry Infrastructure and Internet, you can configure the BlackBerry Router in the DMZ.

Consoles

Databases   Core components   Firewall   BlackBerry Router
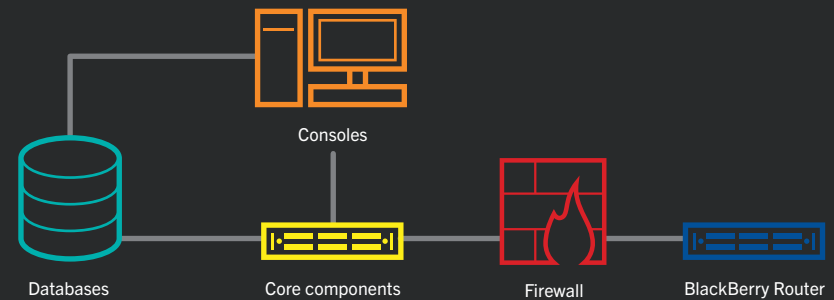
High availability and disaster recovery

- To ensure enterprise connectivity for devices, you can set up standby servers for core components.
- To ensure that BlackBerry Enterprise Service 10 can consistently access the stored information in its databases, you can set up database mirroring.

Consoles

Mirror databases   Databases   Active core components

Standby core components

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