



BlackBerry Technical Support Services



Direct to Level 2 Support Resources & Support Service Specialist

A unique blend of technical knowledge, quicker issue resolution and value added expertise makes your BlackBerry® experience seamless, efficient and cost effective.

Take your support to a higher level

The following are optional services available to BlackBerry Technical Support Services Advantage level customers.

Jump the queue with Direct to Level 2 Support

By choosing Direct to Level 2 Support, your technical issues are automatically routed to Level 2 support analysts every time you reach out for support. This is the same group of experts that Level 1 support associates turn to for help when they are unable to resolve a technical issue.

Strategic expertise

The Level 2 support analysts are better equipped to provide general recommendations that improve your environment and solution stability.

Advanced troubleshooting

Bypassing the Level 1 support associates allows you to access advanced troubleshooting, where your issues are understood, diagnosed and resolved in less time.

Intimate knowledge

Level 2 support analysts are a smaller team of targeted experts than those working at Level 1. This gives them more intimate knowledge of complex issues including multi-platform device support and migrating to BlackBerry® Enterprise Service 10.

Even better together

Advantage Level support customers can bundle the Support Service Specialist with Direct to Level 2 Support benefiting from the unique synergy between proven BlackBerry solution expertise and accelerated issue resolution.

Who are these services for?

- Organizations with strong internal support processes and qualified technical staff supporting the BlackBerry solution
- Organizations that already have a base level of knowledge in place and want their technical issues routed to a more experienced support analyst
- Organizations who want improved access and escalation management

If you want a deeper relationship with RIM, with weekly touch points and a Support Account Manager who knows you, your business and your environment, consider Premium Support.

Learn more at blackberry.com/btss

Quicker resolution time with a Support Service Specialist

Support Service Specialists are a group of trained escalation managers. From upgrade and migration support, to issue escalation, to helping you effectively manage corporate and personal-owned devices, to sharing BlackBerry solution best practices, to solving problems faster and ensure you're getting the full value of your BlackBerry solution.

The big picture

An introductory call will ensure that you understand the full range of valuable services included with your support program. You'll also get a personal tour of the BlackBerry® Expert Support Center, a secure online resource center you can use for managing service requests, troubleshooting, learning, earning certifications and more.

Escalation is a click away

When you open up a support ticket through the BlackBerry Expert Support Center you can engage a Support Service Specialist. Your assigned Specialist will assess the situation and, if appropriate, drive the escalation to make sure the appropriate technical resources are engaged to resolve the issue.

Regular check-in

Quarterly reports give you a snapshot of your support experience. The report covers items like tickets opened, trends, and your satisfaction level with the technical support experts who have been helping you over the quarter. You can also discuss your future plans and get insights into what services are available to help you manage change, proactively, smoothly and at the lowest possible cost.*

Strategic sounding board

As your organization works towards your current business objectives and maps out future goals, leverage your Support Service Specialist to further understand how the BlackBerry mobile computing platform can help you achieve milestones through mobility.

About BlackBerry Technical Support Services

BlackBerry® Technical Support Services are part of a holistic solution designed to empower businesses to run their very best with BlackBerry. They provide effective tools, support and services that help the enterprise realize the full potential of their mobility solutions and maximize the value of their BlackBerry investment.

*These reports are delivered verbally unless customers are under NDA.