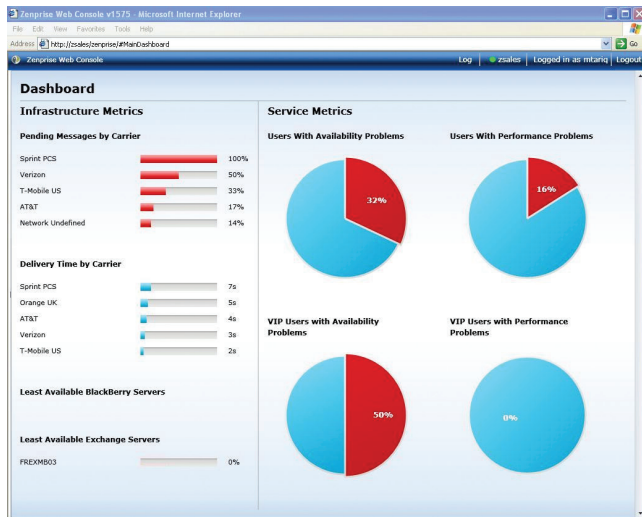


ZENPRISE® SERVICE MANAGER

INCREASE PERFORMANCE AT EVERY POINT OF MOBILITY

The Zenprise MobileManager™ platform enables IT to support enterprise mobility by automating every aspect of mobile management. Extending the platform, Zenprise Service Manager proactively monitors availability and performance across the entire mobile service, from data centers across carrier networks to devices and applications. It's time to free your staff from unnecessary server reboots or temporary 'quick fix' workarounds and eliminate mobile problems before end users are impacted.



Zenprise roles-based dashboards provide visibility into the health and performance of the infrastructure and individual smartphone users.

MONITOR EVERYTHING FROM SMARTPHONES TO SERVERS

Proactive monitoring helps you improve the mobile service and protect your growing community of smartphone users from availability or performance problems. Intelligent full-service dashboards provide a holistic view of the mobile service that can be customized for the needs of administrators, help desk operators and extended IT staff. Each support tier stays a step ahead of mobile issues because 24x7 monitoring is integrated with an automated notification system that alerts them when problems are detected.

DIAGNOSE AND RESOLVE ISSUES WITH SPEED AND ACCURACY

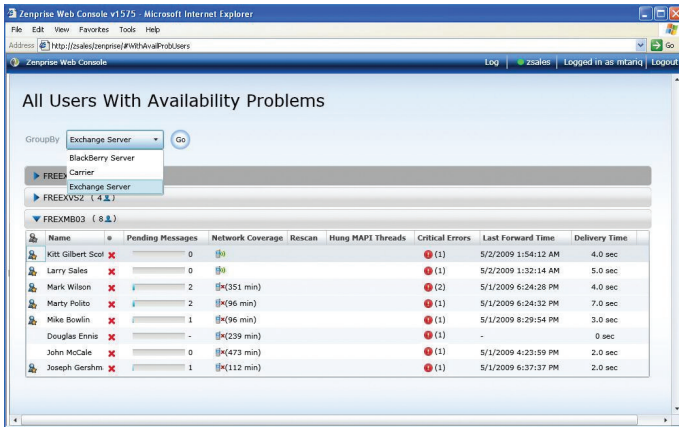
Zenprise Service Manager automates the diagnostic process to quickly rule out false alarms and pinpoint the root cause of routine or more elusive mobile issues before they become costly chronic problems. Zenprise integrates monitoring and diagnostics with the industry's best knowledgebase, which is embedded in the MobileManager platform. This central repository of more than 6,500 problem/resolution rules continuously updates itself so you can be sure to have the latest, most reliable answers to problems occurring across your infrastructure. It's like having 100 of the smartest mobile experts on your IT staff. You can stop fixing the same problems over and over again. Logical step-by-step resolution instructions are automatically presented as detailed visual workflows to make life easier for your mobile administrators and help desk teams.

IMPROVE EFFICIENCY WITH BETTER MOBILE INTELLIGENCE

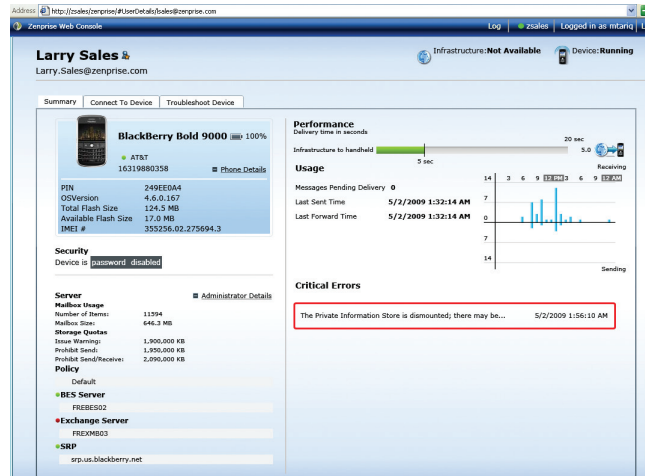
Zenprise offers more than 50 performance reports to aid in your infrastructure planning. Get profiles of real-time and historical performance of BES, Exchange, Active Directory and SQL servers. Baseline your network traffic, including the performance of the enterprise LAN/WAN and carrier networks. With Zenprise, your administrators can collect, baseline and report against historical utilization rates for the mobile infrastructure. Better mobile intelligence today promotes better mobile investment decisions for the future.

EMPOWER SELF-SERVICE

When end users are comfortable resolving basic issues with their smartphones, utilization and productivity rates will rise, and call volume to the help desk will correspondingly drop. Zenprise allows you to give mobile users the ability to activate devices, reset passwords, check mailbox quota information and perform other common tasks on their own. With Zenprise, you can provide your support teams with roles-based access to devices, enabling them to remotely wipe-and-lock mobile devices in the event of loss or theft.



Get real-time visibility into the entire mobile service.



Troubleshoot service issues quickly with better mobile intelligence.

ZENPRISE® SERVICE MANAGER FEATURES AT A GLANCE

SERVICE MANAGER IN ACTION	BENEFITS FOR YOUR MOBILE ENTERPRISE
User Health Monitoring	<ul style="list-style-type: none"> Identify users with email, calendar or application problems Receive real-time notifications of VIP user problems Track performance and availability of VIP groups with roles-based dashboards
Infrastructure Monitoring	<ul style="list-style-type: none"> Identify server hardware, OS and application issues Identify network outages (firewall, router, 3rd party carrier and SRP outages) Identify network latency View email hops through the infrastructure in real-time
Automated Troubleshooting	<ul style="list-style-type: none"> Utilize embedded vendor knowledgebase articles (RIM, Microsoft, etc) Identify over 6,500 problems instantly with automated root cause analysis Receive step-by-step resolution instructions
User Self-service	<ul style="list-style-type: none"> Reset passwords Check mailbox quota information Activate devices onto the network Automate basic troubleshooting tasks Remotely wipe and lock devices through roles-based access