



Saturn Wireless Professional Services Group (PSG)

Professional Services can be the most critical part of a mobile and wireless deployment and the most critical component of a successful and sustaining mobile and wireless operation. Even with the correct hardware and software purchases, if the users do not efficiently and effectively understand the capabilities of the system and the goals they are part of achieving, your ROI can be at risk. And beyond a reduced ROI, what are the costs to your company of a delayed or failed deployment? With today's downsizing and its resulting stress on an organization, capitalizing on experienced professional training, support and services are the glue to a successful and seamless deployment. The Saturn Wireless PSG can infuse levels of mobile experience to your deployment that seldom are available from internal staff.

The Saturn Wireless PSG ensures that your investment in a mobile solution is protected, maximized and realized and as your single point of contact we can be counted on as an extension of your team. Deploying a mobile solution takes planning, experience and professional execution. The elements required demand a concrete plan with the logistical support and infrastructure to execute the plan – from the delivery of equipment, loading of software, personnel training and field installations.

Successful, seamless and coordinated deployments have an immediate impact on all organizations involved. Deploying and managing mobile devices in an enterprise causes significant challenges for IT professionals, who need to bring order to what sometimes feels like chaos. If the users are well trained, then the users are much more likely to happily adopt change, resulting in a higher probability of achieving the goal.

Project Management and Logistics

The Saturn Wireless PSG will manage a coordinated effort with your designated staff to manage the process, develop metrics to analyze the success, work within your policies and procedures and ensure that a concrete plan is developed and executed. We also offer services to configure, stage & deploy devices, and pre-load applications prior to shipping or deploying.

Saturn Wireless Managed Services will create a customized Enterprise Support Portal branded for your organization. The portal will contain complete product and service offerings, a secure order center, online help center, user manuals, FAQs, tutorials, and trouble ticket system.

BlackBerry Professional Services

Saturn Wireless BlackBerry services team includes RIM certified engineers, offering BlackBerry Enterprise Server (BES) support for all major email systems. Our services include best practices consulting, BES installation, upgrades & migrations, on-site health check for BES, train-the-trainer session, end-user training sessions, security & review, emergency recovery. We also offer on-site services to configure, stage & deploy BlackBerry devices.



For more information or to place an order, please contact us at sales@saturnwireless.com or 201-386-1000 x 0, Please visit us at www.saturnwireless.com

BlackBerry® Services

- BlackBerry® Enterprise Server Program Management
- BlackBerry® Enterprise Server Planning, Designing and Site Surveys
- BlackBerry® Enterprise Server Installation, Configuration and Maintenance
- BlackBerry® Enterprise Server Health Checks
- BlackBerry® Smartphone Support
- BlackBerry® Enterprise Server Emergency Support
- BlackBerry® Enterprise Server Disaster Recovery
- BlackBerry® Enterprise Server Continuity of Operations
- BlackBerry® Enterprise Server Performance Metrics
- BlackBerry® Asset Management
- BlackBerry® Enterprise Server Secure Configuration based on Department of Defense Security Guidelines
- BlackBerry® Training for end-users

Training

A well-trained employee is as important to achieving your ROI as is the product selection process. What is the perfect product if the features are not being used properly? Saturn Wireless PSG offers a wide variety of expert training programs that are on-site, off-site, on-line, train the trainer – all of which can be customized to fit the requirements of your solution and user base. This includes training for devices and wireless applications.

Field Installations

Field/onsite installations are fact of life in a mobile and wireless deployment. The Saturn Wireless PSG has certified Blackberry / RIM technicians to manage the migration processes as versions and situations change in the field. From mobile docking stations to WWLAN installations, Saturn Wireless PSG has the experience and services to manage your mobile and wireless deployments.



For more information or to place an order, please contact us at sales@saturnwireless.com or 201-386-1000 x 0 , Please visit us at www.saturnwireless.com