

taurus

BlackBerry
Professional
Services



Taurus provide Two Options for BlackBerry Support:

Taurus Basic BlackBerry Support and Taurus Advanced BlackBerry Support

Support services from manufacturers are becoming more complex. When dealing with support queries you're generally required to have an understanding of the IT service, software and Microsoft products. BlackBerry support requests various information such as traces, logs and a full understanding of the Active Directory. Without a clear understanding it's difficult for non IT service personnel to resolve issues when errors occur.

System integrations, containerisation and security implications are all factors that need to be considered to provide a safe and secure BlackBerry environment.

You have the opportunity to take advantage of our highly skilled Taurus support team, who will manage the support process saving you time and frustration. Let Taurus take care of your BlackBerry support so you and your end users can work at their maximum potential.



Taurus Basic BlackBerry Support

Perfect for a dedicated IT person or department

Taurus Basic Support Includes:

- Taking support calls from the customers dedicated contact
- Providing immediate (SLA) BlackBerry support where applicable
- Logging support query with BlackBerry
- A Taurus Engineer will liaise with BlackBerry while managing the support query
- The Taurus Engineer will liaise with the dedicated customer contact, never end users.
- Access to a BlackBerry Engineer for future recommendations and support
- Additional moves and policy changes (fair use policy)
- BlackBerry cloud server management
- BlackBerry on-premise server management (BlackBerry software only)

Pricing

£1.95 Per Device Per Month*

Taurus MSP Customers

BlackBerry Basic Support is provided on a device that already has MSP device cover. If it's not covered already the device will need to be added at standard MSP device rates

*Minimum £75.00 Per Month



Taurus Advanced BlackBerry Support

Great for any customer without any dedicated IT resources

Taurus Advanced Support Includes:

- Everything included in the Taurus BlackBerry basic support package
- End users can contact the Taurus Helpdesk directly for BlackBerry and mobile device support
- Devices and customers will be managed by Taurus when required
- Taurus will provide first line support and device diagnostics
- The Taurus Support App can be downloaded on to the device when needed
- Taurus can access the device remotely via the support app
- We will remote enrol and manage the device when required
- Taurus will manage the BlackBerry server integration
- Remote and onsite BlackBerry service monitoring
- Annual systems check and security review
- Updates and BlackBerry server patching

Pricing

£4.95 Per Device Per Month**

Taurus MSP Customers

BlackBerry Advanced Support can be provided on a device that already has MSP device cover. If it's not covered already the device will need to be added at standard MSP device rates.

Upgrade to Advance support for £1.45 per device

**Minimum £250.00 Per Month

