



FIELD FORCE AUTOMATION			Wireless Email Integration services	Consulting
Field service	Field sales			

## MERCURY SOLUTIONS CENTRE

Mercury Solutions Centre (MSC) specialises in wireless data solutions for clients in Banking & Finance, Professional Services and Government. MSC provides an end-to-end BlackBerry Enterprise Server™ solution that includes wireless data strategy, design and implementation, device rollout, managed services, ongoing support and application development.

MSC works closely with Optus to understand customer needs and develop mobile strategies that support customers and help them achieve desired business outcomes.

### MSC's core capabilities include:

- Wireless data strategy
- Design and implementation
- BlackBerry managed services
- Application development
- Training and support.

### SOLUTIONS

#### MSC's mobility solutions for BlackBerry focus on the following key areas:

- **Wireless data strategy.** MSC helps organisations align their business with a supporting mobile strategy, using a roadmap approach to differentiate the business model through mobility.
- **Design and implementation.** MSC ensures organisations' wireless data strategies are well supported, with the most appropriate design and implementation of a mobility platform. MSC architects, designs and installs the BlackBerry Enterprise Server™ for flexibility, manageability and redundancy. MSC specialises in upgrades, migrations and reconfigurations

to meet new business objectives.

- **BlackBerry managed services.** MSC monitors, supports and manages BlackBerry Enterprise Server environments with Service Level Agreements. Services include hosted or remotely managed BlackBerry environments; maintenance, monitoring and event response; end-user support through our service desk; capture and management of all service requests, such as provisioning, moves, adds and changes; capacity planning; and reporting.
- **Application development.** This includes developing custom applications to meet specific business needs; reviewing third-party applications to advise on suitability for customers' environments and requirements, as well as assisting with implementation, integration and support; and implementing market data applications such as Reuters and Bloomberg.
- **BlackBerry training services.** Introductory courses for new BlackBerry users, end-user training, administrator training and support training.

### BENEFITS

#### MSC's end-to-end wireless data solutions can help organisations:

- Streamline operations through improved communications
- Use existing email and business applications wirelessly
- Improve customer service through quicker response times
- Increase user productivity by leveraging downtime.