

## Mobile Business Solutions from Cisco and RIM

### What You Will Learn

Today's business workforce is increasingly mobile and requires access to enterprise data and applications on the go. In order to provide end users with the best business experience, the tools used by the mobile workforce need to be feature-rich, portable, secure and geared to high-performance functionality. As mobile employees roam anywhere within or outside the campus, they can use their BlackBerry® 8820 dual-mode smartphone to securely access corporate data over the Cisco® Unified Wireless Network. The BlackBerry 8820 smartphone has been certified as part of the Cisco Compatible Extensions program for the Cisco Unified Wireless Network.

### The Business Challenge

Today, business takes place increasingly on the go, with market opportunities transcending time zones and locations. In order to work with customers and partners who may be geographically dispersed, the workforce must be mobile enough to do their jobs wherever business is happening. Furthermore, significant developments have occurred in wireless technologies over the last several years, which have led to a plethora of device choices for the workforce. As a result, it is now more difficult than ever to reach the right person on the right device in a timely fashion. In order to succeed in this fast-paced business environment where employee efficiency and responsiveness are critical, the mobile workforce should be equipped with communication tools that are simple and reliable and that meet their unique needs.

### Mobile Business Solutions from Cisco and Research In Motion (RIM)

Cisco has partnered with RIM to offer the BlackBerry 8820 dual-mode smartphone, which has been certified to work over the Cisco Unified Wireless Network. This device enables the mobile workforce to gain business insight and improve collaboration when they are roaming within or outside of their corporate campus.

The BlackBerry 8820 smartphone has powerful features, including mobile e-mail, voice calling over the cellular network, and GPS functionality, all of which increase reachability and productivity for "road warriors" and "corridor cruisers." Road warriors are employees who are mobile, traveling outside the campus more than 80 percent of the time. Corridor cruisers spend more than 20 percent of their time away from their desks traveling or in meetings.

### RIM Company Overview

Research In Motion (RIM) is a worldwide leader in offering consumer and enterprise mobility solutions that include the BlackBerry wireless platform, software development tools, and BlackBerry smartphones. The BlackBerry 8820 smartphone gives mobile users access to productivity applications such as e-mail, calendaring, as well as access to business data over Wi-Fi and cellular networks across any industry.

## About the BlackBerry 8820 Smartphone

The BlackBerry 8820 smartphone is a dual-mode device supporting the cellular and Wi-Fi networks. This device has been certified as part of the Cisco Compatible Extensions program over the Cisco Unified Wireless Network. The BlackBerry 8820 smartphone supports 802.11 a/b/g radios with built-in enterprise security when deployed along with the BlackBerry Enterprise Server, allowing the mobile workforce to access their corporate data from wherever they may roam within the campus or on the road. Furthermore, mobile users can also have a voice conversation over the cellular network simultaneously while accessing their e-mail or corporate data over the Cisco Unified Wireless Network.

### Benefits

By using the BlackBerry 8820 over the Cisco Unified Wireless Network, the mobile workforce enjoys the following benefits.

#### Faster Data Connections

Use of dual-mode cellular-Wi-Fi BlackBerry smartphones allows organizations to route data traffic over their Cisco Unified Wireless Network enabling significant performance increases for BlackBerry data services—such as e-mail, Web browsing, and third-party applications—and reducing the amount of time it takes to download attachments, load Webpages, or access large data sets. The faster, low-latency data connection afforded by Wi-Fi also broadens the range of content and applications that can be accessed by Wi-Fi-enabled BlackBerry smartphones, including audio, video, large data sets, or multimedia.

#### Improved Coverage

Organizations can also use their Cisco Unified Wireless Network to provide voice and data coverage in locations where cellular coverage is weak or unavailable, allowing users to stay in touch on shop floors, in the presence of heavy equipment, or in other problematic locations.

The benefits to a business from providing faster data connections and flexible coverage include:

- Improved workforce productivity and reachability, resulting in improved customer responsiveness and satisfaction
- An easy-to-use, feature-rich device that helps to increase adoption by the mobile workforce
- Simplified management and potentially lower costs due to consolidation to a single device
- Better and more timely business decision making due to access to corporate data while on the go

## Core Components of the Mobility Solution

The mobility solution from Cisco and RIM primarily consists of the BlackBerry 8820 smartphone that has been certified Cisco compatible and the Cisco Unified Wireless Network.

### Cisco Unified Wireless Network

The Cisco Unified Wireless Network is the only unified wired and wireless network that provides the mobile workforce with secure, scalable, and cost-effective connectivity to the enterprise and offers services that help transform business operations. By implementing a pervasive wireless LAN network, road warriors and corridor cruisers can access information such as their e-mail or business applications using their BlackBerry 8820 smartphones. In addition, the Cisco Compatible Extensions certification of the BlackBerry 8820 smartphone helps ensure consistency of operation

and end-user experience on the Cisco Unified Wireless Network, giving IT managers the confidence to deploy WLANs widely within the campus and branch.

## Summary

Today's mobile workforce requires the right tools to enable them to stay connected and be effective at their jobs. Cisco, partnered with RIM, offers the mobile workforce the BlackBerry 8820 dual-mode smartphone that is certified to work over the Cisco Unified Wireless Network. This device enables the workforce to communicate and access business data efficiently while giving the IT organization confidence that the solution will perform optimally over their Cisco infrastructure.

## For More Information

Please visit Cisco Solutions for Enterprise Fixed Mobile Convergence. For additional information on the BlackBerry 8820, visit: <http://www.blackberry8800series.com/blackberry8820/>.



**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA [www.cisco.com](http://www.cisco.com)  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

**Asia Pacific Headquarters**  
Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
Tel: +65 6317 7777  
Fax: +65 6317 7799

**Europe Headquarters**  
Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
Tel: +31 0 800 020 0791  
Fax: +31 0 20 357 1100

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