

Mailscape for BlackBerry Enterprise Server is comprised of two integrated, complementary modules that combine to automate and simplify the repetitive manual task necessary to keep the email flowing:

### I. ONE LOOK DASHBOARD FOR BES AND EXCHANGE MONITORING

Mailscape's One Look Dashboard is an intuitive, visual approach to monitoring BES and Exchange from a single location. The One Look Dashboard graphically presents real-time data on all the vital components that directly impact BES and Exchange uptime. Identify problems on a server, user and wireless carrier's basis. The beauty of our visual display is that it points you towards a solution even as it alerts you to a problem—it does not leave you adrift to figure out an issue's cause and its solution.



For BlackBerry servers specifically, Mailscape monitors these key performance metrics:

- **Exchange Link** - Monitors communication between the BES and Exchange server. Alerts you of any problems detected based on user-level and server-level thresholds.
- **BES Status** - Monitors BES worker threads and notifies you of potential issues that could inhibit mail flow to and from devices.
- **BES Queue** - Monitors the count of pending messages bound for each device and notifies you of any problems detected based on user-level thresholds.
- **Carrier Status** - Detects if a user's wireless carriers is having problems.
- **RIM Link** - Monitors the SRP connection between the BlackBerry Enterprise Server and RIM network.
- **Server Vitals** - Monitors the disk space, services, memory, processor and Windows events.

## II. Compass for BlackBerry and Exchange Reporting

### REPORTING CAPABILITIES

Has your management asked you to provide a list of all BlackBerry users? Has your procurement department inquired as to how many of a particular BlackBerry models you have deployed? Do you need to determine the number of users on a specific wireless carrier? Do all of your devices have the correct IT security policy? If you answered yes to any of the above questions, then you will certainly see the value and time saved by the reporting features in our solution.

With Mailscape for Blackberry you answer all of the above questions and more. Instead of tirelessly trying to compile this information let Mailscape automatically deliver the answers to your inbox. Listed below are some of the key areas that Mailscape will report on.

#### Device Level Reporting

Device Status  
Email Address  
Carrier  
Device Model  
Device Software Version  
Phone number  
IT Policy Name  
Password Enabled

#### Server Level Reporting

Machine Name  
BES Version  
Number of Users  
Total messages forwarded and sent  
Total messages expired, filtered, & failed  
BlackBerry Log reporting



The performance of your BlackBerry server is directly dependent on the overall health of your Exchange environment. Mailscape's Compass module gives you the information you need to manage Exchange proactively:

- Quickly and easily view information about your users and their mailboxes-Who is approaching a warning, prohibit send, or locked out state? Who has the largest mailboxes? How are your mailboxes distributed per OU, per storage group, per database?
- Automatically access over 80 built in reports so you can control the direction your Exchange environment is heading, including storage allocation, database size and message traffic reports.

The information provided by Mailscape's Compass module enables you to make justifiable budget and planning decisions; it also protects against the misuse (or mismanagement) of the valuable data contained in your mail stores, and it helps you to maximize employee productivity.

# MAILSCAPE for BLACKBERRY ENTERPRISE SERVER CONTINUED

## MANAGE BES AND EXCHANGE IN A SINGLE DASHBOARD

**Answer:** Because a Pilot Wouldn't Place the Air Speed Indicator in the Galley.

When managing critical systems, you need all vital information to be readily accessible and clearly presented.

Your BlackBerry service is highly visible to senior management and other key employees. But your BlackBerry servers do not operate in a vacuum-their performance is directly dependent on the overall health of your Exchange Environment.

**Question:** Why Should You Monitor BlackBerry and Exchange in One Unified Dashboard?

Mailscape is a unique and innovative systems management tool that combines all the key elements for Exchange monitoring, reporting, and administration in one easy-to-install, intuitive-to-use solution.



When you install Mailscape on your BES, you gain the ability to monitor your entire messaging environment with a quick glance at a single screen. In real time. With automatic notification if any item hits one of your pre-defined warning or critical thresholds.

Your BlackBerry users rely on you for anywhere, anytime access to their e-mail. If you BES goes down, the productivity of the most powerful people in your community plummets. Mailscape will help to ensure that your CEO never learns your name. Mailscape improves the level of service you provide and minimizes downtime.

Mailscape for BlackBerry Enterprise Server: Because you wouldn't board a plane if the pilot had to call back to the flight attendant for updates on airspeed.

## ABOUT ENOW INC.

ENow is a Microsoft Gold Certified Partner specializing in high-end Exchange consulting and the development of software to simplify Exchange system management. The company's flagship product is an innovative utility called Mailscape that provides administrators with a 'one-look dashboard view' of the entire Exchange environment. ENow is headquartered in Orange, California, and is proudly represented by a world-wide network of resellers and distributors.



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