

# Decreasing User Mobility Costs



## SUMMARY

The SureWave™ Sync Solution for RIM performs seamless synchronization (Over-the-Air) between a user's mobile device and their enterprise email and Personal Information Manager (PIM).

## BENEFITS

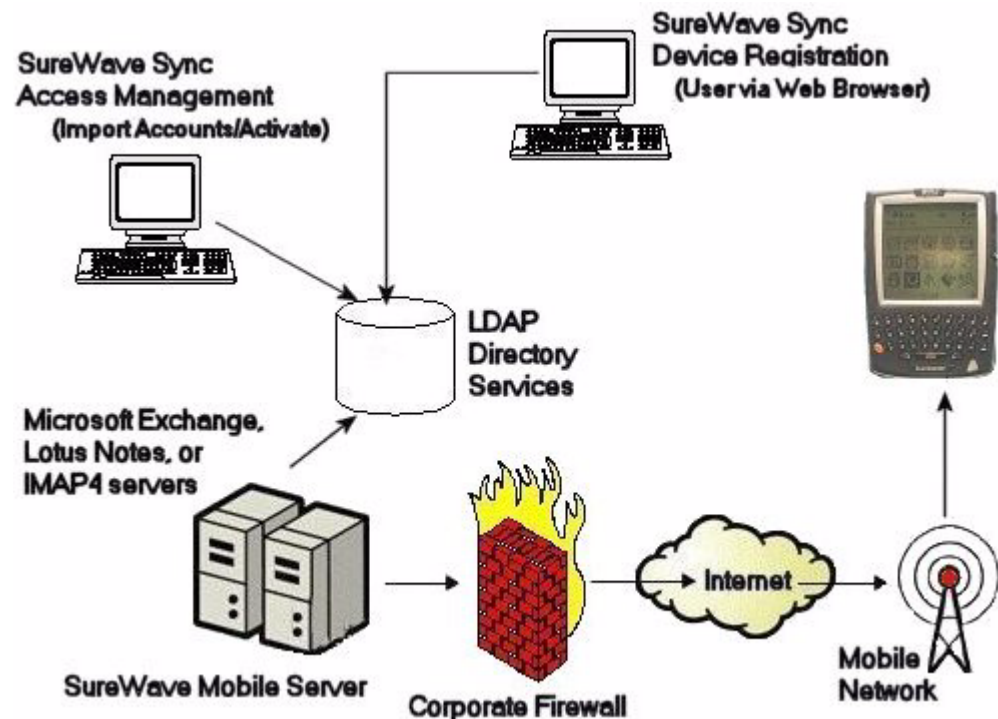
- Supports mobile users and decreases technology spending by up to \$7,000 per user<sup>1</sup>
- Enhances employee productivity with Over-the-Air synchronization
- Works with Microsoft® Exchange, Lotus® Notes, and IMAP4-compliant mail servers
- Uses highly scalable, future-proof J2EE architecture
- Centralizes email administration and monitoring
- Protects investment with open synchronization standard (SyncML<sup>2</sup>)
- Uses common performance monitoring tools
- Uses clustered application servers to protect mission-critical corporate information

## SureWave™ Sync Solution for RIM

Once a major obstacle for corporate users and IT groups, mobile employees can now access Email, Address Book, "To-Do" Task List, and Calendars. With JP Mobile's Over-the-Air synchronization, mobile and office employees are working with the up-to-date calendar information. JP Mobile, Inc. uses its SureWave Mobile Server to directly connect to corporate email systems (Microsoft Exchange®, Lotus Notes®, or IMAP4) and synchronizes server email and PIM information with a user's mobile device. Corporate administrators can authorize subscribers (SureWave Sync Access Management) and monitor server performance. Subscribers login with a simple Web browser to add mobile devices (SureWave Sync™ Device Registration) they wish to use.

## A RECENT STUDY...

Goldman Sachs<sup>1</sup> found that corporate leaders can decrease the Total Cost of Ownership (TCO) for mobile equipment when they provided wireless Personal Digital Assistants (PDAs) instead of laptops for their mobile users. With immediate access to email and their PIM, laptop computer usage declined significantly (45% decrease in average monthly usage) for over 60% of the mobile users. Some employees discontinued (20%) using their laptop computers.



1. Goldman Sachs Global Equity Research - Research in Motion Limited, *PDAs storm the enterprise*, April 6, 2001.

2. SyncML is the open standard of the SyncML forum.

## FEATURES

### Over the Air Synchronization

- Over-the-Air (OTA) email/PIM synchronization between corporate server and mobile device
- Send messages to the subscriber mobile device without a desktop PC
- Uses standards-based PIM synchronization (SyncML)

### Intelligent Content Synchronization

- Select any combination of Calendar, Address Book, Mail, or "To-Do" Task list
- Synchronizes only server and mobile information (email/PIM items) that changed since last synchronization

### Collaborative Meeting Scheduling

- Respond to meetings with Accept, Tentative, or Decline choices

### Centralized Email Administration and Monitoring

- Administer all users from a single web browser interface
- Import user mailbox profiles directly from Microsoft Exchange, Lotus Notes, and IMAP4 servers
- Activate specific subscribers to use mobile devices

### Secure Corporate Email

- Dual authentication (corporate email administrator and subscriber)
- End-to-end security with native Mobitex Transport security and ECC
- Information remains encrypted between the mobile device and the corporate email account, ensuring data security and integrity

### High Enterprise Performance SureWave Mobile Server

- Provides load balancing and automated fail-over
- Performs message compression for bandwidth-limited networks

### New Message Notification

- Schedule Notification

### Web-based User Profile Personalization

- Change user profile from anywhere in the world
- Provides default values for mapped fields
- Setup synchronization profile for mobile devices

### Power Users can Configure Custom email

- Map Mail, Address Book, To Do, and Calendar fields to mobile device fields
- Set text fields to maximum possible size, user can change field sizes to optimize transmission

### Fully-functional PIM and Future Applications

- Email, Calendar, Address Book, and "To-Do" Task list
- Custom applications can interact with mail in the future

## SYSTEM REQUIREMENTS

### SureWave™ Mobile Server

- Windows NT® 4.0
  - Intel Pentium® Processor, 233 MHz or faster
  - 128 MB RAM
  - NT Service Pack 4+
  - 1 GB of free disk space
- or**
- Sun Solaris® 7.0+
  - 360 MHz Ultra SPARC II or faster
  - 256 MB RAM
  - 5 GB of free disk space
- and**
- BEA WebLogic™ 5.1 Server Installation software for platform
  - BEA WebLogic 5.1 Server Service Pack 8
  - Java 2 JDK/JRE 1.3\_02+
  - LDAP (Lightweight Directory Access Protocol) Server
  - Netscape® Directory Services v4.12

### Enterprise Mail Server

- 1 GB of free disk space for logging
  - Microsoft Exchange Server v5.5
  - Microsoft Exchange Administrator v5.5
  - Exchange Service Pack 4 installed
  - Email account-Microsoft Exchange Server v5.5
- or**
- 2 GB of free disk space for logging
  - Lotus Domino® Server Version v4.6 or R5
  - Email account-Lotus Domino Server v4.6/R5.0
- or**
- IMAP4-compliant mail server

### Mobile Device

- RIM® 957

### Network

- 900 MHz Mobitex

### Choice of System Management Tools

- HP® OpenView
- CA Unicenter
- IBM Tivoli®

## HEADQUARTERS

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*Use this publication for general guidance and planning only.*

*If you have specific questions about the SureWave Sync Solution for RIM, contact us at, [esolutions@jpmobile.com](mailto:esolutions@jpmobile.com).*

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