



Discover unlimited possibilities for your BlackBerry

CelPro Associates introduces wireless data solutions for the BlackBerry



Celpro Associates' Unique Role As A Mobile System Integrator

Get the most from your BlackBerry.

As pioneers managing wireless business accounts since 1994, CelPro Associates is a unique mobility system integrator and wireless care manager that develops, implements and supports our client's wireless data solution initiatives. As a leading Blackberry Alliance member, CelPro Associates coordinates tailored wireless data solutions, fulfilling the client's unique line of business needs while providing the greatest ROI and the lowest total cost of ownership. Our data solutions consist of a wide variety of both line-of-business and industry-specific solutions.

Business/Enterprise Applications

MOBILE SOLUTIONS FOR LINE-OF-BUSINESS

- Sales Force Automation
- Field Service Automation and GPS Tracking
- Remote IT Help Desk
- Custom ERP Solutions – Workflow, SCM and Process Management
- Business Intelligence – Analytics, Reporting and Alerting
- Mobile Forms and Custom Developer Tools
- Hardware Peripherals and Rugged Cases

INDUSTRY-SPECIFIC MOBILE SOLUTIONS

- Financial Services
- Health Care
- Government, Law Enforcement and Public Safety
- Professional Services and Legal
- Real Estate
- Education
- Retail/Wholesale
- Hospitality and Leisure
- Manufacturing



EMPLOYEE PRODUCTIVITY

- Document and Content Management, Printing and Faxing
- Business Productivity Tools and Task Management
- Navigation and Mapping
- Unified Communications and Voice Services

BLACKBERRY® ENTERPRISE SERVER MONITORING, MANAGEMENT AND HIGH AVAILABILITY

- BlackBerry Monitoring and Reporting
- Remote Application Provisioning and Management
- User Provisioning and Device Management
- High Availability and Failover Solutions

SECURITY, COMPLIANCE AND MESSAGE MANAGEMENT

- Identity Management and Authentication Extensions
- Email and Content Filtering
- Archiving and Regulatory Compliance
- Secure Email Extensions
- Device Security and Policy Management

BLACKBERRY INTEGRATION AND PROFESSIONAL SERVICES

- Microsoft Exchange – Lotus Domino – Novell GroupWise
- Sales Force Automation
- ERP/CRM
- Field Service Automation and Fleet Management
- Mobile Forms and Custom Business Solutions
- Document Management
- Hosted Messaging and Collaboration Services

CelPro Associates' unique role as a Managed Services Provider

For the client, we become an integral part of their team by maintaining active involvement in the entire lifecycle of the wireless data engagement. At all steps through strategic development, procurement, managed deployment and comprehensive support, CelPro Associates provides a first point of contact to handle the wide range of problems and issues that often bog down client staff, thereby allowing the client staff to focus on their core competencies and mission-critical responsibilities. We effectively manage all the issues that arise from the integration of all elements of the solution including the hardware, wireless service and ISV software solution.

Business/Enterprise Applications

CONSULTING SERVICES

- Wireless Roadmap & Strategy
- Business Process Reengineering
- Mobile Security
- Extension of Corporate Applications
- IT Infrastructure
- Business Intelligence

HELP DESK SERVICES AND DEVICE LIFECYCLE SUPPORT: SUPPORTS IT DEPARTMENT AND END USERS

Provisioning and Activation

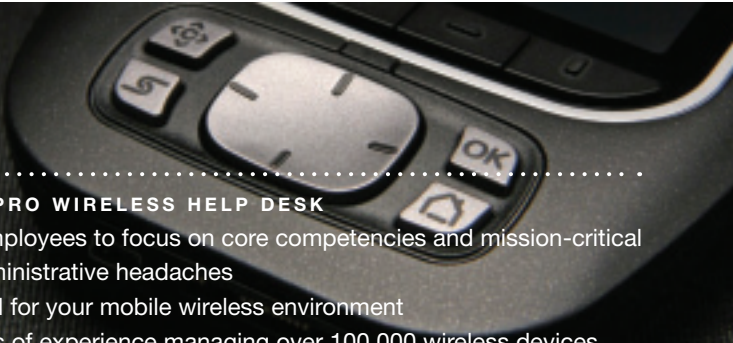
- Assist user in choosing authorized devices and rate plans
- Number Port Management
- Order Processing
- Compliance with Company Vetting and Approval Guidelines
- Delivery Tracking
- Processing Issue Resolution
- Initial set up support

Wireless Hardware Management

- Replace and procure Lost/Stolen/ Broken Devices
- Device Warranty and Upgrade Coordination
- Accessory Procurement
- Coordination of Domestic and International Rental Devices
- Air Card and Integrated Laptop Procurement
- Mobile Technician Services for Vehicles

Help Desk

- Customer service desk for incident and problem management support for issues including equipment problems, connection issue, features, voicemail, billing, etc...
- If Escalation to carrier is required we act as intermediary to resolve issues with minor time commitment from end user.
- Available to Administrators and end users nationwide



BENEFITS OF CELPRO WIRELESS HELP DESK

- Allows company employees to focus on core competencies and mission-critical work instead of administrative headaches
 - Better TCO and ROI for your mobile wireless environment
 - Collective 75+ years of experience managing over 100,000 wireless devices
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Get the most from your BlackBerry.

Even More Products & Services
From Celpro Include:

- Customized Project Leasing and Financing Packages
- Device Staging and Deployment Services
- IT Department and End User Training Programs
- Device Repair and End of Life Disposal Programs
- Wireless Bill Optimization
- BlackBerry Domestic and International Rentals
- Accessories
- Wireless Asset Management and Inventory Tracking

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FIND OUT HOW CELPRO ASSOCIATES CAN BECOME YOUR VALUED MOBILE PARTNER
AND GET YOUR MOBILE PLAN WORKING HARD FOR YOU. FOR A FREE CONSULTATION
PLEASE CALL US AT 212-867-9655
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www.celproassociates.com