




Nokia for
Business



Nokia Services
for your Business

NOKIA
Connecting People



When you choose services from Nokia,
our team becomes your team.



“The solution provided in this case, and many others in the past, not only has met our approval, but in my opinion it is the best service we get from all the manufacturers that we work with regarding support matters, follow-up and equipment replacement... Nokia support is simply outstanding.”

Gerardo Morales,
Projects Administrator, Olinet, Mexico

When it comes to world class service and support for Nokia mobility solutions, Nokia delivers. You can count on our team of experts for lifecycle assistance—from strategy and design to deployment and day-to-day support:

- **Mobility Professional Services** helps you develop, design and deploy the right mobility solutions for your business, helping to ensure an optimal return on your business mobility investment.
- **Global Support and Services** offers a global services footprint, expertise and strategically located resources to deliver the implementation assistance and around-the-clock technical support to help keep your Nokia business solution up and running.

Regardless of the type of services you choose, you can count on Nokia's team of experts to provide the support you need today, with the ability to adapt as your needs grow and change. Whether your business is in one location or many, in one country or around the world, our global reach provides the expertise you need—when and where you need it. And our proven services enjoy one of the highest customer satisfaction ratings in the industry.

When you choose Nokia Services to mobilize your business, you choose support you can count on.

Mobility Professional Services

Turn to Nokia's Mobility Professional Services to help reduce the risk and manage the complexity of business

mobility. Mobility Professional Services experts can work with you to define the right mobility strategy for your enterprise, select the initiatives that offer the most value, and ensure accelerated and smooth integration and deployment of your mobility solutions. Mobility Professional Services provides thorough planning and execution to ensure immediate results—and a rapid return on investment.

Mobility Advisory Services

Mobility Advisory Services will help you understand, evaluate and prepare for the deployment of Nokia mobility solutions through a thorough assessment of the benefits and technical requirements associated with mobilizing your various applications and business processes. Through proven methodologies and tools, we'll help you create:

- an end-to-end solution that is designed to deliver maximum strategic and operational benefits
- a long-term strategy to help ensure the design of a solution that works today—and tomorrow
- an action plan to begin implementation today

Specific services include:

- **Mobility Readiness Assessment:**
How ready is your enterprise for business mobility? This service helps evaluate employees, processes and technologies to determine your 'mobility readiness' factor.
- **Mobilization Opportunity Identification and Prioritization:**
What areas of your business are best suited for business mobility? This service assists in identifying the areas

“We continue to be very pleased with our mobile solution from Nokia. The solution included Nokia business devices, the Nokia email client and associated Professional Services to bring this solution together. The project ran smoothly and the services provided were of excellent quality. We would consider Nokia Professional Services for future engagements and would not hesitate to recommend Nokia products and services to other customers. ”

Boni Soebagio, IT Manager, Embassy of Indonesia, Washington, DC



of your business that are best suited for mobility, the high-level benefits of mobilizing those areas, and the right order of priority for your mobile initiatives.

- **Business Mobilization Strategy:** You're ready to 'go mobile'—how do you get started? A comprehensive mobility roadmap is developed with this valuable service, which covers the creation of business cases, the identification of interdepartmental dependencies, and more.

Design and Integration Services

- Is your goal to improve employee responsiveness and customer service levels by deploying mobile email?
- Do you want to enable your sales force to place orders, check stock and pricing in real time by mobilizing a crucial business application?
- Do you want to reduce communication costs by extending your existing technologies to your Nokia business devices?

Regardless of what your mobility solution entails, or how complex, Nokia can provide assistance with everything from design and testing to integration and deployment. Design and integration services include:

- **Project and Program Management** – Orchestration of the components and partners involved in your Nokia mobility solution throughout the entire planning and implementation process—from solution design, development and testing to a pilot test, migration and final deployment.

- **Architecture Services** – Development of the architecture that will best meet your business needs, including specification of devices, security, device management and mobile middleware requirements.
- **Security Consulting** – Helps ensure the security of voice and data communications to and from your Nokia mobile devices through technical assistance, VPN deployment, upgrade planning, project installation service and customized training.
- **Software and Device Customization** – Helps ensure that the software and Nokia business devices are tailored to offer maximum value for your investment dollar.

Global Support and Services

With Nokia Global Support and Services, you have a team of experts at your fingertips. Our flexible enterprise-grade services offer the peace of mind that comes from knowing that whether you need implementation assistance or technical support for your Nokia business devices, mobile email or security solutions, support is available when and where you need it.

The Nokia Access family of offerings provides support for your Mobility Solutions as well as your Security and Connectivity Solutions—as described below.

Mobility Solutions Support

You've made the decision to enable a mobility solution for your employees. Our services are designed to help ensure the success of your mission-critical mobility

needs by providing assistance to efficiently deploy, configure and maintain your solution. Our services offer expertise to help ensure rapid resolution of technical issues (regardless of whether they involve the device, client, or server software), and the global support infrastructure you can count on to provide instant assistance for your users, regardless of where in the world their travels may take them.

Nokia Access

This enterprise-grade service enables your IT managers to significantly reduce the cost, time and effort required to deploy and maintain your mobility solution. Flexible services provide critical support to get and help keep your most important business applications—such as mobile email—up and running, including:

- Support for your server and client software
- Expertise with all pieces of the solution, including the mobility software, mobile device and mobile network

Implementation Service

Get the expertise to efficiently and cost-effectively install, integrate and/or upgrade your mobile email solution—including onsite installation assistance, solution architecture design and deployment and integration assistance.

Nokia Access for Business Devices

This robust service provides expert technical support for enterprise IT departments to help in reducing the time and effort involved in deploying and maintaining Nokia business devices—including the Nokia business device, the device operating system and client software. Features include:



- Assistance in resolving deployment, integration and interoperability issues
- Access to Nokia worldwide Technical Assistance Centers for everything from help with device configuration to fault diagnosis and more on the Nokia business device, the device operating system and client software.
- Device repair and replacement
- Enterprise Web resources, including instant access to our extensive knowledgebase, documentation, software and the anytime, anywhere ability to request and track support cases

Combined with a predictable annual support cost, this valuable business service effectively reduces the cost of supporting and maintaining your Nokia business devices and mobility solutions.

Security and Connectivity Support

Nokia Access

Nokia Access provides unsurpassed technical support for rapid resolution of issues related to your security and connectivity solutions. Four key areas of available anywhere, anytime support includes:

- Nokia Technical Assistance Center: offers global technical support and around the clock phone assistance—complete with a lab to simulate and troubleshoot complex problems
- Nokia Support Web – request and track support calls online, access our advanced knowledgebase for instant troubleshooting information and more
- Software subscription service: ensures that you have the most current operating system software releases available to you—so that you can take advantage of the latest features
- Hardware Advance Replacement service to keep your end users up and running—and productive

Nokia Access Plus

Nokia Access Plus offers all of the benefits of Nokia Access with one major advantage: advance replacement of security appliances is offered on-site. On-site support is available in over 40 service areas in over 150 countries servicing over 1,000 metropolitan areas.

Nokia Technical Account Management

At Nokia, we understand that you may need to support complex mobility solutions and mission critical applications. As a Nokia Access user, we offer you a Technical Account Management option that provides highly-skilled technical services, proactive communications and knowledge management that goes beyond traditional transaction-based services. In addition to acting as a collaborative partner with your company, these services increase your IT department's productivity, which can lead to increased return on investment (ROI).

Technical Training

Nokia offers high-quality training on all Nokia products and solutions, for all skill and experience levels. These intensive courses focus on product usage, maintenance and troubleshooting in a hands-on lab environment; and include

an expansive manual. Nokia provides training programs where and when you need them—from anywhere, anytime on-demand online training to classroom training with a Nokia Certified Instructor.

To meet the growing demand for qualified security and mobility experts, Nokia offers certifications in Mobility and Security Solutions. Certification ensures your staff has the up-to-date knowledge and measurable skills to integrate, deploy, and support your Nokia enterprise solution. Certification students have access to:

- Nokia solution and product-specific training
- Supporting technologies
- Community resources
- eLearning, instructor-led, downloadable content and other training options

No matter what your training or certification requirements, Nokia helps you invest in your employees so they can help grow your business.

The Nokia Difference

Nokia Services maintains one of the highest customer satisfaction ratings in the industry. How? Through our commitment to your business success and our focus on delivering results. When you choose Nokia Services, our team becomes your team. And whether we are assisting with strategy development, design and deployment or end-user support, you can count on direct-from-the-source expertise that only Nokia can provide.

Get the Nokia difference—with Nokia Services for your business.

Go for the gold



Nokia global Technical Assistance Centers have achieved the coveted Support Center Practices (SCP) Certification, the global industry 'gold standard', awarded in recognition of consistent delivery of exceptional world-class service.

Nokia Inc.
102 Corporate Park Drive
White Plains, NY 10604 USA
www.nokiaforbusiness.com

Americas
Tel: 1 877 997 9199
Email: mobile.business.na@nokia.com

Asia Pacific
Tel: +65 6588 3364
Email: mobile.business.apac@nokia.com

Europe, Middle East, and Africa
France +33 170 708 166
UK +44 161 601 8908
Email: mobile.business.emea@nokia.com