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### **3 Hong Kong launches Neverfail solution for corporate customers deploying BlackBerry Enterprise Solution**

#### ***Keeping Blackberry E-mail Users Continuously Connected***

Hong Kong - 9 February 2009, Hutchison Telecommunications (Hong Kong) Limited today announced that its mobile operation 3 Hong Kong is the first in Hong Kong to launch Neverfail, a continuous availability solution for corporate users deploying the BlackBerry® Enterprise Solution at a Microsoft® Exchange or a Lotus® Domino environment.

Requiring no system upgrade for corporate users, Neverfail closely monitors the BlackBerry Enterprise Server(s) and switches over Blackberry e-mail services automatically should a problem occur. It simply takes a few minutes with no manual recovery or user reconnection required, versus traditional recovery solutions which may take several hours. The whole process causes no interruption to the BlackBerry services. It is just business as usual for corporate users as they remain connected.

#### **Seamless, automatic switchover**

Amy Lung, Chief Operating Officer - Mobile of Hutchison Telecom Hong Kong said: "We were the first to launch BlackBerry service in Asia back in 2002. Today, while the service has become a popular mobile email service among corporate users, 3 Hong Kong outdoes and differentiates itself from its counterparts again by pioneering the Neverfail Solution in Hong Kong. It showcases 3 Hong Kong's sharp and forward looking vision in service provisioning to the corporate market."

Andrew Barnes, Senior VP of Corporate Development of Neverfail said: "3 Hong Kong is a leading provider of Blackberry solutions to the corporate market in Hong Kong. Its strong Hong Kong market position, expertise in the mobility market and commitment to deliver best of breed solutions to their customers make them an ideal partner for Neverfail. The sales team of 3 Hong Kong is sharp in identifying the needs of the corporate market and it is responsive and quick in answering market needs. Together with its strong technical expertise, all this has expedited the quick deployment of the Neverfail solution from Europe to Hong Kong."

#### **Always connected with BlackBerry**

The implementation of the Neverfail solution requires no system upgrade for corporate users. The solution can be applied in the original BlackBerry Enterprise Server in conjunction with a secondary server. After interconnecting the two servers, the protected applications and system states will synchronise continuously. In case the primary BlackBerry Enterprise Server or its SQL

database encounters any problem, Neverfail will automatically detect this and the system will switch over to the secondary server automatically. BlackBerry smartphone users remain continuously connected during this process.

### **Dedicated Consultation Service from 3**

3 Hong Kong plays the role of a system integrator in the provision of the Neverfail solution. The Company provides detailed consultation services from the studying of a corporation's network environment, its IT infrastructure to actual installation services. 3 Hong Kong also helps to match corporate users with its strong line-up of suppliers to equip them with the necessary prerequisites for implementing the Neverfail solution if needed. Its provision of after-sales technical support further differentiates itself from its counterparts.

For more details on 3 Hong Kong's Neverfail high availability solution for customers deploying the BlackBerry Enterprise Solution, please contact the Corporate Sales Hotline on 8173 8888.