

A man with a beard and dark hair, wearing a light blue button-down shirt, is shown in profile from the chest up. He is looking towards the left, where a tablet is visible. The tablet screen shows a spreadsheet with columns for years and monetary values. The background is a blurred office setting with other people and desks.

SAMSUNG

Consultancy Services Guide

Appendix to Enterprise Technical Support
and Partner Technical Support

Knox Product Introduction
Knox Onboarding
EMM Migration to Knox Manage
Knox Product Update

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1 Glossary

ETS	Enterprise Technical Support
PTS	Partner Technical Support
EMM	Enterprise Mobility Management
SAM	Support Account Manager
AE	Android Enterprise
KM	Knox Manage
MDM	Mobile Device Management
MVP	Minimum Viable Product
PoC	Proof of Concept
KSP	Knox Service Plugin
Knox E-FOTA	Knox Enterprise Firmware over The Air
KQS	Knox QuickStart
KAI	Knox Asset Intelligence
MS Sentinel	Microsoft Sentinel
MS Intune	Microsoft Intune

2 Consultancy Services Introduction

Consultancy Services Overview

This document supplements and expands on the Samsung Enterprise Technical Support and Partner Technical Support offering and defines the following services:

- Knox Product Introduction Service
- Knox Onboarding Service
- EMM Migration to Knox Manage Service
- Knox Product Update Service

The available consultancy service provided varies according to each product level of ETS/PTS.

	Enterprise Technical Support				Partner Technical Support		
	Knox QuickStart	Advanced	Elite	Elite Multinational	Advanced	Elite ¹⁾	Elite Multinational ¹⁾
Knox product introduction	✓	✓	✓	✓	-	✓	✓
Knox onboarding assist	✓	✓	✓	✓	-	✓	✓
EMM Migration to Knox Manage	-	-	✓	✓	-	✓	✓
Product Update	-	-	✓	✓	-	✓	✓

1) Available to only 1 Account, either Partner or Partner's End Customer

The common features in all of the consultancy services offered are access to information, knowledge enhancement, consultancy, and support in implementing Knox products.

Consultancy Services Flow

The following is a process flow for ETS/PTS clients ordering consulting services, illustrating the suggested order of service provision derived from the prerequisites for implementation.

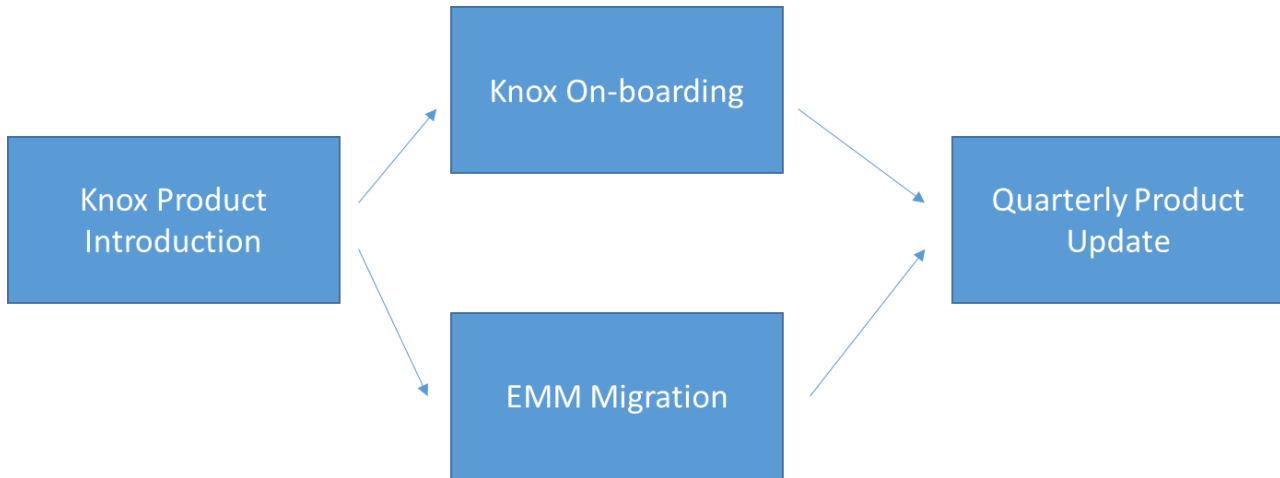


Figure 1 Consultancy Services flow

Consultancy Services Delivery Method

Consultancy Services will be delivered in English on-line with the option for on-site training on a case-by-case basis. The preferred delivery method of each service is indicated in the following table:

Service	On-line	On-site
Knox Product Introduction	standard	on case-by-case basis
Knox Onboarding	standard	on case-by-case basis
EMM Migration to Knox Manage	standard	on case-by-case basis
Knox Product Update	standard	on case-by-case basis

Consultancy Services Duration and Frequency Restrictions

The following are limitations in terms of time and frequency for each service:

Service	ETS Offering	Frequency	Duration
Knox Product Introduction		One-time service (per product)	0.5 day (4h max)
Knox Onboarding	KQS	One-time service (multiple sessions)	2 days (16h max)
	ETS Advanced, ETS/PTS Elite, Elite Multinational	One-time service (per product)	1 day (8h max)
EMM Migration to Knox Manage		One-time service	3 days (24h max)
Knox Product Update		Following KCS update	0.5 day (4h max)

3 Knox Product Introduction

Knox Product Introduction Overview

The Knox product portfolio is regularly updated in order to meet customer needs. Existing products are being updated and new solutions introduced. A dedicated Samsung representative presents new solutions as part of ongoing ETS/PTS customer care. Dedicated introductory sessions on products will be offered based on customer interest.

A survey conducted by the Samsung representative will precede the onboarding session meeting. The purpose of the study is to clarify the customer's needs in order to tailor the product presentation accordingly.

Service Recipient

ETS/PTS customer wishing to learn about the new Knox product in the context of named business needs

Goal

Provide essential product knowledge and share use cases related to specific customer verticals in order to address the customer's need

Prerequisites & Requirements

- A short customer survey is to be filled out by Samsung representative in order to learn about customer details, needs, and current infrastructure
- English speaking audience

Scope of the Service

- Customer Survey to discover current needs and use cases
- On-demand dedicated Knox product training (max. four hours)
 - o Product introduction
 - o Hands-on/demo session
 - o Dedicated best practice use cases
 - o Q&A and discussion about specific customer use cases

4 Knox Onboarding

Knox Onboarding Overview

Knox Product Onboarding is dedicated to ETS/PTS customers who, after familiarizing themselves with the selected product as part of the Product Introduction service, decide to take the next step - conducting a POC or actual implementation.

As a preliminary condition, Samsung representative will conduct an advanced survey with the customer. The survey will contain the definition of the scope of implementation and assistance.

Based on the survey result, the Samsung representative will arrange a meeting with the customer to provide the hand-guided onboarding.

Assumptions: All migration tasks are performed by the customer, and the service is limited to consultation and assistance as part of the predefined MVP range.

Onboarding the product is a vast and complex project, the scope of which is unknown and dependent on the conditions of every customer. Therefore, the support service has a predetermined scope and serves to develop a standard of implementing and sharing the best practice with customer.

During Knox onboarding, guidance will be limited to two policies per solution to keep the setup focused and efficient. Additional examples and configurations will be reviewed collaboratively to help optimize customer's environment for the specific use cases.

Service Recipient

ETS/PTS customer wishing to start using the new Knox product.

Goal

Train customer's IT Administrator to prepare to on-board the Knox solution and maintain it, including device enrollment, user setup, basic policies setup, dedicated advance policies, selected use cases setup, troubleshooting, and best practices utilization.

Prerequisites & Requirements

- Knox Product Introduction and basic knowledge about Android and Android Enterprise
- In-depth survey completed by customer in order for Samsung to learn about customer details, use case, and current infrastructure
- English-speaking IT admins
- Compatible Samsung devices
- Authorized customer representative
- Knox product license keys

To proceed with the setup, customer needs to have the Knox Suite and/or Knox Configure commercial license keys readily available. This license keys are crucial component as they enable the activation of Knox services, allowing to configure and enroll devices in the management system.

- Device Readiness and Management

It is the reseller's or customer's responsibility to upload devices to the Knox tenant. Delays caused by incomplete or incorrect uploads are not the responsibility of Samsung.

Scope of the Service

- In-depth customer survey to determine the needs and agree on use cases
- Available products:
 - Knox Admin Portal
 - Knox Mobile Enrollment
 - Knox E-FOTA
 - Knox Asset Intelligence
 - Knox Manage
 - Knox Service Plugin
 - Knox Remote Support
 - Knox Capture
 - Knox Configure
 - Knox Authentication Manager
- Knox Manage is the only supported EMM.
- On-demand dedicated Knox product on-boarding training and assistance.
 - Console navigation
 - Managing users and licenses
 - Basic policies
 - Advanced policies (based on customer use case)
 - Device enrollment testing (for Knox onboarding service)

Exclusions:

- **Knox Products Feature Enhancement Requests**
Development of ideas of features or policies that are not available.
- **Custom Development**
Development of custom applications outside the scope of Knox or firmware/software customization are excluded.
- **Unsupported Configurations**
Configurations or setups that deviate significantly from Samsung's documented best practices, or environments incompatible with Knox solutions, are excluded. Support for non-Knox apps, platforms, or software not directly integrated with Samsung Knox are excluded.
- **Service Delivery Delays**
Delays caused by the customer's failure to provide necessary information, test devices, or complete preparation steps are outside Samsung's responsibility.

Pre-onboarding Analysis

Discovery of Current Environment

The Samsung representative will support the customer in analyzing selected new or existing functional needs reflected in configuration, principles, and policies in the existing environment.

The goal is to obtain an accurate understanding of all potential risks involved or improvements that should be introduced in the configuration of the new product.

The initial analysis concludes with the report which is to be reviewed by both sides.

Samsung representatives will review the report together with the customer before deciding what functions and settings are to be implemented to the new platform. The scope will be defined as MVP.

This report will emphasize risks, and recommendations will be issued to ensure the proposed changes are aligned with the best practices.

The customer is advised to use this time to identify redundant settings or devices in order to ensure a clean environment.

Design Proposal

Following the discovery phase the recommended configurations will be added to an MVP Statement of Work, which the customer will sign off on as a confirmation of acceptance of the proposed solution.

Onboarding

New Platform Provisioning

Once there is mutual consent between the parties on which configurations are to be implemented, availability of the environment and the implementation team must be ensured during the agreed service time.

Accounts and Devices as Part of the Implementation

Samsung representative will work together with the customer to decide on implementing and choosing the right accounts and devices for the target platform.

This will include the number of migration parties, party sizes, and a test plan to follow.

During this process, the customer, supported by a Samsung representative, will configure a minimal agreed number of devices to ensure best practices for further independent implementation on customer side.

Setup Validation

After configuring the environment, Samsung representative will provide support with the correct migration of the minimum number of devices agreed upon for MVP. Samsung representative will also assist and support the final tests to enable the customer to continue migrating any remaining devices.

Handover Pack

The Samsung representative will regularly document all aspects of the onboarding service to ensure that the customer is aware and fully understands all details upon completion of the service.

As part of the final transfer of services, the customer will receive the following:

- Final Statement of Work
- Final configuration and approval

- Future support information and guidance

Knox Admin Portal

This section will guide the customer through the foundational steps required to get started with Samsung Knox, from setting up the account to configuring the Knox Admin portal for effective device management.

Samsung Account for Business Registration

This process involves registering for a Samsung Account for Business and the Knox account. The Samsung representative will guide the customer on filling out the necessary data, including business information and contact details. Customer will receive a confirmation email to activate their account.

Administrator and Roles Setup

Samsung representative will show customer how to create user accounts for administrators who will have access to features and settings in the Knox Admin portal. These administrators will be able to configure policies, manage devices, and access reports. Customer will also learn how to assign different levels of permissions to admins based on their role.

Role-based Permissions: Different roles such as Admin, Support, or User come with specific permissions. Samsung Representative will guide customer on how to assign these roles and define what each role can and cannot access. For example, support staff may only have access to troubleshooting tools, while admins can make configuration changes.

License Registration and Management (including Enterprise Edition)

To enable full functionality of Knox services, customer will need to register their Knox licenses. Samsung representative will show the customer how to add Knox licenses to their account and manage them. This section will also guide customer on assigning licenses to devices in the fleet to ensure compliance.

License Monitoring and Renewal: Learn how to monitor the expiration dates of the purchased Knox licenses and ensure they are renewed in a timely manner to prevent disruptions in device management.

Knox Admin Portal Settings Setup

Samsung representative will guide customer through the layout of the Knox Admin Portal, explaining the key sections. Customer will learn how to quickly find and access the settings that are most important for the workflow.

Additionally, the Samsung representative will walk customer through the process of identity federation in Samsung Account for Business using Microsoft Entra ID, Okta or Ping identity provider.

Reseller Setup

Samsung representative will guide customer through the layout of the Knox Admin Portal, highlighting key sections and how to quickly access essential settings for customer's workflow. Additionally, Samsung representative will walk customer through the process of setting up Single Sign-On for SamsungKnox.com using Microsoft Entra ID, Okta or Ping identity provider.

Support Tools

Samsung Representative will introduce customer to the support tools available in the portal, such as access to the knowledge base, troubleshooting documentation, and FAQs. Customer will also learn how to create support tickets and engage with Samsung's customer support team for issues that are more complex.

Knox Mobile Enrollment

Knox Mobile Enrollment (KME) is an automated and streamlined EMM enrollment tool that enables customer to provision thousands of devices to customer's enterprise management, with less hassle for both IT admins and end users. With our advanced staging and security options that flex to customer needs, enroll work devices to safety across any network environment or fleet size. All fully-integrated with Samsung devices and other Knox solutions for a seamless end-to-end experience.

Profile Creation

Samsung representative will guide customer through the process of managing profiles, demonstrating how to create and manage enrollment profiles for devices. This feature ensures that devices are automatically configured with the necessary settings, such as Wi-Fi, security policies, and app installations, during the enrollment process.

The section will cover:

- Creating Profiles: How to set up device configurations tailored to customer's organization's needs.
- Assigning Profiles: How to apply the right profiles to devices
- Customizing Settings: Adjusting various configurations like security settings, network preferences, and app installations.

For Advanced profile, it will provide enhanced control over customer's devices, enabling stronger security and improved management capabilities. By incorporating these features into the profile, customer can lock devices if their security is compromised and pre-install applications even before EMM enrollment. Samsung representative will guide customer through the setup process, ensuring these advanced features are configured to meet the organization's needs. This ensures that customer's devices remain secure and operational, supporting a seamless and compliant device management experience.

Device EMM Enrollment Testing

Samsung representative will walk customer through the process of device management and enrollment using Knox Mobile Enrollment, showing how to onboard and manage devices efficiently within the system.

Customer will learn how to enroll devices into Knox Mobile Enrollment through various methods, including over-the-air enrollment and QR code scanning. Samsung representative will also demonstrate how to optimize the enrollment process, making it easier and faster, especially for large-scale device deployments using other Knox solutions such as Knox Service Plugin, Knox E-FOTA, and Knox Asset Intelligence.

Knox E-FOTA

Knox E-FOTA (E-FOTA) offers businesses comprehensive control over system software updates on their Samsung devices, ensuring smooth operations across large device fleets. It allows customer to maintain

stability by ensuring all devices are running the appropriate OS version that has been thoroughly tested for app compatibility. Customer can enforce mandatory updates without requiring user intervention, ensuring compliance, or customize update schedules to fit the needs of customer's workforce. This feature helps streamline update management, reducing disruptions while maintaining device performance and security.

Setup, Configuration and Activation

Samsung representative will walk customer through the setup and configuration of Knox E-FOTA on customer's devices. Customer will learn how to activate Knox E-FOTA, configure the update settings for the devices, and ensure seamless deployment across customer's fleet. This process will help maintain app compatibility and optimize device performance while keeping the devices up-to-date with the right OS versions.

Campaign Creation

Samsung representative will demonstrate how to create and manage software update campaigns. Customer will learn how to schedule and enforce updates across multiple devices, allowing customer to streamline the update process and ensure consistency. This will include configuring mandatory updates or setting specific schedules tailored to the workforce's needs.

Knox E-FOTA on EMM*

You will also explore how to import devices from your existing EMM solution or even do Knox E-FOTA operations within your existing EMM's console. Samsung representative will walk customer through syncing the platform with the EMM to allow centralized control and seamless deployment of updates, improving management efficiency and reducing the risk of inconsistencies.

*** Available only for customers who manage devices using following EMMs – Blackberry, IBM, Knox Manage, Microsoft Intune, MobileIron, SOTI, Workspace ONE.**

Knox Asset Intelligence

Knox Asset Intelligence (KAI) is a comprehensive device analytics solution that delivers detailed tracking and operational insights for IT administrators and business managers. It allows customer to monitor device usage and status across a wide range of data points, offering clear, actionable insights through customizable views. Equipped with powerful diagnostic tools, Knox Asset Intelligence helps optimize the productivity and efficiency of customer's device fleet, ensuring seamless management and performance monitoring.

Setup and Activation

Samsung representative will walk the customer through the steps to set up and configure Knox Asset Intelligence on the managed devices. Customer will learn how to activate the tool and begin tracking device usage and status efficiently, ensuring that the devices are properly monitored from the start.

Dashboard Settings

Customer will also explore how to configure the system to track essential device metrics, such as usage, performance, and status. Samsung representative will demonstrate how to utilize diagnostic tools to identify and resolve device issues, improving overall performance. Additionally, customer will learn how to set up alerts for device status changes or performance concerns, enabling proactive management of customer's fleet.

KAI main pillars

Samsung representative will focus around KAI's main five pillars: Security, Network, Apps, Location Intelligence and Battery to guide customer on how to benefit from the main features of Knox Asset Intelligence such as Wi-Fi or mobile coverage analytics, apps stability, battery optimization, Security Center, a potential integration with MS Sentinel (if applicable) to optimize the usage of KAI solution.

Knox Manage

Knox Manage (KM) is a versatile and robust cross-platform Enterprise Mobility Management (EMM) solution, specifically designed to enhance the capabilities of Samsung devices and services. Its intuitive user experience empowers IT teams to work efficiently while leveraging advanced management tools. Whether in the office or the field, Knox Manage optimizes device performance, seamlessly integrates with Samsung solutions, and ensures streamlined operations with industry-recognized reliability.

Setup Android Enterprise Account

Samsung representative will provide a walkthrough on setting up an Android Enterprise account within Knox Manage to streamline device management and enhance security. This session will guide customers through the process of configuring the Android Enterprise account, including account creation using a valid business email, linking it to Knox Manage to enable advanced device and application management, and managing the integration settings.

Organization, Group, User

Samsung representative will provide a detailed walkthrough on how to manage organizations, groups, and users within Knox Manage. This includes:

Organization Management: Learn how to set up and structure the organization within Knox Manage for better oversight and control of resources.

Group Management: Understand how to create and manage groups of users or devices, allowing to apply specific policies or settings to multiple entities at once.

User Management: Gain insights into adding, removing, and assigning roles to users, as well as managing user access and permissions to ensure efficient operation and security across network of managed devices.

Profile Creation

The Samsung representative will assist the customer in creating the necessary profiles with policies to manage mobile devices. These policies help ensure the devices meet security, compliance, and operational standards tailored to the organization's needs.

During the session, the Samsung representative will suggest commonly used policies and settings to help the customer set up their devices. However, the customer may also suggest which specific policies to implement. The customer can refer to the following links for a full list of available policies:

- [Android Enterprise Policies](#)
- [Samsung Knox Running Android Enterprise Policies](#)
- [Android Management API Policies](#)

- [Knox Manage Features and Policies](#)

The session will guide the customer through setting up and managing policies effectively, based on their Knox Manage subscription level.

Device Enrollment

Samsung representative will guide customer on how to enroll devices into Knox Manage using various methods tailored to the organization's needs. Device enrollment can be done manually or automated through Knox Mobile Enrollment, depending on business requirements.

Application Management

A Samsung representative will walk customer through the steps of managing applications in Knox Manage and remotely deploying them to the managed devices. The session will cover key differences in managing applications based on their type, whether they are internal apps (APK) or sourced from the Managed Google Play, highlighting the varying management requirements for each.

Kiosk Mode

A Samsung representative will walk customer through the steps of managing applications in Knox Manage and remotely deploying them to the managed devices. The session will cover key differences in managing applications based on their type, whether they are internal apps (APK) or sourced from the Managed Google Play, highlighting the varying management requirements for each.

Content Management

A Samsung representative will guide customer through the process of uploading various types of content, such as documents, images, and videos, to the Knox Manage cloud server. Customer will learn how to distribute this content directly to device users, ensuring fast and secure delivery.

This session will help manage and distribute content effectively within the organization's Knox Manage environment.

Report Generation

Samsung representative will guide the customer through the process of uploading various types of content, such as documents, images, and videos, to the Knox Manage server. The customer will learn how to distribute this content directly to device users, ensuring fast and secure delivery.

This feature ensures efficient content management and streamlines the distribution process across the organization's devices.

Email Account Setup

Knox Manage can connect with popular email platforms to sync Samsung email and calendar apps on devices with these services. The Samsung representative will assess customer's current email and calendar setup and help configure Knox Manage to remotely set up the email and calendar applications on customer's devices, enabling them to send and receive messages and calendar entries through the company's servers. However, Samsung will not set up or make changes to customer's email services or servers.

This session will ensure customer's devices are properly configured for seamless email and calendar

integration within the organization's Knox Manage environment

Third-party Integration

Active Directory

This task will guide customer through integrating Knox Manage into the existing Active Directory environment. A Samsung representative will assist with setting up and testing an LDAP connection to ensure Knox Manage is properly linked to customer's Active Directory environment.

Please note that Samsung will not be responsible for creating a new Active Directory environment or making any configuration changes to the current setup.

This session will help ensure a seamless integration between Knox Manage and customer's Active Directory, enabling efficient user and device management.

Knox Service Plugin

Knox Service Plugin (KSP) is a powerful tool designed to enhance enterprise device management by providing seamless integration with third-party EMM solutions. KSP allows IT administrators to unlock advanced Samsung Knox capabilities without waiting for EMM providers to implement new policies.

With the Knox Service Plugin, businesses can:

- Leverage cutting-edge Samsung Knox features as soon as they become available.
- Manage devices more effectively by applying granular policies, such as enhanced security, app management, and device configuration.
- Ensure consistent device functionality and compliance across their fleet with minimal disruption.

KSP offers a flexible and scalable approach to enterprise device management, empowering businesses to maintain a secure and efficient mobile ecosystem.

Setup, Configuration and Activation

Knox Service Plug-in offers a flexible and scalable approach to enterprise device management, empowering businesses to maintain a secure and efficient mobile ecosystem.

In this section, customer will learn how to enable the Knox Service Plugin on managed devices through the EMM console. The Knox Service Plugin bridges the gap between the devices and advanced Samsung Knox capabilities, allowing the organization to leverage the latest features immediately upon release.

The session will include guidance on:

- Enabling the Knox Service Plugin: Understand how to activate the Knox Service Plugin and integrate it into the EMM environment.
- Creating and Customizing Policies: A Samsung representative will demonstrate how to create and customize policies within the KSP framework to meet the organization's specific requirements.
- Configuring Advanced Security, App Management, and Operational Optimizations: Learn how to configure settings for advanced security measures, app management, and other operational optimizations.
- Keeping Policies Up-to-Date: Discover how to ensure the policies remain current as new Samsung Knox features are released, ensuring ongoing compliance and device security.

Galaxy XCover and Tab Active Key Integration*

Samsung representative will provide a walkthrough on integrating the Knox Service Plugin (KSP) with Galaxy XCover and Tab Active devices, focusing on the unique functionality of their programmable keys. This session will demonstrate how to configure and optimize the XCover and Active Keys to align with the organization's operational needs.

*** Applicable only for customers who purchased Galaxy XCover or Tab Active devices.**

Knox Remote Support

Knox Remote Support (KRS) allows IT administrators to provide remote assistance to devices, making troubleshooting faster and more efficient. With this tool, admins can view a device's screen and interact with its controls from their PC, minimizing the need for on-site support. It also includes additional features like file transfer, screen capture, and screen recording to help with diagnostics and support.

The service consists of two main parts:

- **Viewer:** Accessible via the Knox Admin Portal or Knox Manage console, this tool allows admins to take full control of a device remotely.
- **Agent:** Installed on the device, this app establishes a secure link to the Knox Remote Support server, enabling remote sessions.

Together, these components provide a secure and effective way for IT teams to manage and troubleshoot devices from anywhere.

Setup, Configuration and Activation

Samsung representative will guide customer through the Knox Remote Support setup and configuration within the EMM. This section will cover the entire process, from enabling Knox Remote Support to configuring it for customer's organization's needs.

Key steps include:

- **Enabling Knox Remote Support:** Learn how to activate and integrate Knox Remote Support into the EMM system.
- **Configuring the Viewer:** Understand how to set up the remote-control tool for customer to manage devices from the Knox Admin Portal or Knox Manage console.
- **Setting up the Agent:** Samsung representative will show how to install and configure the Agent app on devices, ensuring secure remote connections.
- **Adjusting Settings:** Get familiar with the various configuration options to customize the remote support experience based on the organization's requirements.

Knox Capture

Samsung Knox Capture is an enterprise-grade Android solution that empowers IT administrators to transform Samsung Galaxy smartphones and tablets into powerful barcode and 2D code scanners. This solution allows devices to read, process, and output barcode data to third-party applications without the need for dedicated hardware or complex coding.

Setup, activation and launching a device app

Knox Capture is available in two deployment formats:

- **DataWedge (QR & Barcode Scanner):** A standalone application available via Google Play.
- **SDK:** A software development kit for direct integration into custom business applications.

To ensure a seamless deployment, the Samsung representative will guide the customer through the setup process. This includes instruction on launching the barcode scanner, configuring scanning profiles, and customizing camera triggers.

The onboarding process is designed to deliver immediate value by tailoring the solution to the customer's specific needs. The key phases include:

- **Initial Configuration:** Guidance on creating profiles, setting up the camera scanner, and basic data formatting.
- **Advanced Functionality:** Instruction on advanced formatting, Regex implementation, and additional usability features.
- **Use-Case Analysis:** Mapping the customer's current scanning processes and suggesting the optimal solution architecture.
- **Deployment:** Assistance with license application and activation.
- **Developer Support:** Guidance through SDK documentation for custom integrations, if required.

Knox Configure

Knox Configure is a cloud-based solution designed to simplify the setup and customization of devices, ensuring they are ready for use as soon as they're activated. It allows enterprise IT admins to remotely manage device configurations, such as installing essential apps, adjusting settings like camera permissions or Bluetooth functionality, and applying branded content like themes and boot animations—all from a single, easy-to-use web interface.

By leveraging over-the-air (OTA) provisioning, Knox Configure automatically configures devices as soon as they connect to a network, eliminating the need for manual setup and ensuring consistency across all devices. For customer's organization, this means faster deployment times, reduced IT workload, and a seamless experience for end-users, as devices are tailored to the business needs right out of the box.

Profile Creation (Setup / Dynamic)

The Samsung representative will assist the customer in creating the necessary profiles with policies to manage mobile devices. These policies help ensure the devices meet security, compliance, and operational standards tailored to the organization's needs.

During the session, the Samsung representative will explain the difference between Setup and Dynamic profiles.

Configuration Mode

Samsung representative will guide customer on the setup steps based on the selection – Normal or ProKiosk modes.

Device Enrollment

Samsung representative will guide customer on how to enroll devices into Knox Configure.

Application Management

A Samsung representative will walk customer through the steps of managing applications in Knox Configure and remotely deploying them to the managed devices. The session will cover key differences in managing applications based on their type, whether they are internal apps (APK) or sourced from the Google Play, highlighting the varying management requirements for each.

Knox Authentication Manager

Knox Authentication Manager (KAM) is a managed app for shared Samsung devices that provides multiuser facial biometrics and sign-in automation for increased frontline worker productivity and safety. KAM is a Samsung's secure and GDPR compliant authentication solution for shared Samsung devices—enabling fast, simple, and consistent sign-in experiences, even for apps that don't support single sign-on. Additionally, Knox Authentication Manager has the ability to securely share encrypted user profiles between devices within an IT Admin defined group without sending data to Cloud, which safely boosts productivity within businesses.

Supported UEMs and EMMs and management types

Knox Authentication Manager works with the following UEM or EMM solutions using fully managed devices with access to Managed Google Play:

- [Samsung Knox Manage](#)
- [Microsoft Intune](#)
- [Omnissa Workspace ONE](#)
- [SOTI MobiControl](#)

Knox Authentication Manager's authentication flows

The Samsung representative will guide the customer on identity authentication as the device users must authenticate their identity when signing in to the KAM application. Knox Authentication Manager offers three different authentication methods:

1. [Manual authentication](#) — Users enter their identity provider credentials.
2. [PIN only authentication](#) — Users enter a PIN.
3. [PIN + Face authentication](#) — Users first enter a PIN, then scan their face.

Setup and activation

The Samsung representative will help the customer with fulfilling all the prerequisites (ex. required Knox Service Plugin policies). Additionally, the Samsung representative will walk customer through the Knox Authentication Manager's Managed Application Configuration and help set it up for the customer's use case.

5 EMM Migration to Knox Manage

EMM migration to Knox Manage Overview

EMM Migration to Knox Manage is part of the Knox Onboarding Service and a case of the implementation of EMM de novo. As part of this service, the assumption of the Knox Onboarding Service applies.

Samsung representative will help the customer with the Knox Manage configuration in order to help facilitate the implementation of EMM de novo or support the migration from an EMM platform to Knox Manage.

As an initial condition, Samsung representative will survey the customer. The survey will contain the main points for discussion purposes.

Based on the survey, Samsung representative will arrange a meeting with the customer in which customer will receive the hand-guided onboarding.

Assumptions: All migration tasks are performed by the customer, and the service is limited to consultation and assistance as part of the predefined MVP range.

EMM migration is an extensive and complex project, the scope of which is unknown and dependent on the conditions of each customer.

Therefore, the support service has a predetermined range.

Service Recipient

ETS/PTS customer who wants to migrate from existing MDM to Knox Manage or implement Knox Manage without prior MDM usage.

Goal

Support Customer's IT admin to migrate from their legacy MDM to Knox Manage or support Knox Manage de novo. Train customer's IT Admin to on-board to Knox Manage and maintain the solution, including device enrollment, user setup, basic policies setup, dedicated advance policies, and use cases setup, troubleshooting, and best practices utilization.

Prerequisites & Requirements

- Knox Product Introduction and basic knowledge of Android and Android Enterprise (AE)
- Survey completed by customer to define customer details, use case and current infrastructure, user management, policies, and integration with 3rd party IT solutions
- English-speaking IT admins
- Knox account, licenses, device
- Authorized customer representative

Scope of the Service

- Customer survey to discover details of the current setup and use cases
- Evaluation of current setup vs. Knox Manage capabilities with business recommendations
- Consultation on how to migrate EMM policies/configuration to Knox Manage excluding 3rd party components integration
- Knox Manage On-boarding training
- Hands-on support during migration (max. three working days)

Pre-migration analysis

Discovery of Current Environment

The Samsung representative will support the customer in analyzing selected new or existing functional needs reflected in configuration, principles, and policies in the existing environment.

The goal is to obtain an accurate understanding of all potential risks involved or improvements that should be introduced in the configuration of the new EMM.

The initial analysis concludes with the report which is to be reviewed by both sides.

Samsung representative will review the report together with the customer before deciding what functions and settings are to be migrated to the new platform. The scope will be defined as MVP.

This report will emphasize risks, and recommendations will be issued to ensure the proposed changes are aligned with the best practices.

The customer is advised to use this time to identify redundant settings or devices in order to ensure a clean environment is present post-migration.

Design Proposal

Following the discovery phase the recommended configurations will be added to an MVP Statement of Work, which the customer will sign off to clarify they accept the proposed solution.

Migration Limitations

In exceptional cases, in which recreating policies from the migrated EMM will not be possible, alternative solutions will be proposed - a workaround closest to the required solution.

In potential cases, the inability to reproduce the required foundation scenario, if it is not critical for the migration process, tasks will be proposed interchangeably under MVP.

Migrating to Knox Manage

Provisioning New Platform

After mutual agreement on what configurations are to be implemented, availability of the environment and the implementation team must be ensured during the agreed service time.

The customer will document the configurations produced under MVP following the guidelines and Samsung representative's comments in order to enable more manageable way to solve potential problems in the future.

Accounts and Devices as Part of the Implementation

Samsung will work closely with the customer to decide on implementing and choosing the right accounts and devices for the target platform.

This will include the number of migration parties, party sizes, and a test plan to follow.

During this process, the customer, supported by Samsung representative, will configure a minimal agreed number of devices to ensure best practices for further independent implementation on customer side.

Migrations Setup Validation and Handover

Setup Validation

After configuring the environment, a Samsung representative will provide support with the correct migration of the minimum number of devices agreed upon for MVP. Samsung representative will also assist and support the final tests to enable the customer to continue migrating any remaining devices.

Handover Pack

Samsung representative will regularly document all aspects of the onboarding service to ensure that the customer is aware and fully understands all details upon completion of the service.

As part of the final transfer of services, the customer will receive the following:

- Final Statement of Work
- Final configuration and approval
- Future support information and guidance

6 Knox Product Update

Knox Product Update Overview

New Knox products releases are being introduced to enhance customer experience and operational usability. These include new features, fixed issues, and new possible use cases. As part of ongoing ETS/PTS customer care, official webinar sessions will be offered upon customer request. In addition, customers may request dedicated sessions to cover any other parts which were not covered in the official webinar but would be useful for the customer.

A survey conducted by the Samsung representative will precede the session. The purpose of the study is to clarify the customer's needs in order to focus on selected features and fixed issues.

Samsung representative will share the date and time of the webinar with the customer, in which the selected recent product updates will be presented.

Service Recipient

ETS/PTS customers who would like to be updated on recent Knox product changes and are willing to share their feedback with the Knox Product Manager

Goal

Update customer on recent product changes and new features based on customer interest

Prerequisites & Requirements

- Initial customer survey filled by a Samsung representative to gather customer details and expectations
- English speaking audience

Scope of the Service

- Customer survey to discover current details and expectations
- Webinars to share product updates including topics based on each customer's interest (available following KCS release schedule)
- (Optional based on specific customer needs) Dedicated Product Update session (max. 4h)
 - o Sharing product update information including new features and fixed issues
 - o Sharing best practices and interesting use cases from customer's vertical
 - o Q&A and discussion about specific customer needs, and collecting VoC

7 Miscellaneous

Liability

Customer agrees that the service is limited to consultancy and assistance only. Support is provided according to the best knowledge of the consultants and market best practices. The consultants shall have no liability for the decisions made or the actions taken by the customer based on provided consultancy. It is advised to always verify the provided recommendations on a limited number of devices and users before applying any changes to a broader environment.