



## Unparalleled support by dedicated Samsung expert engineers

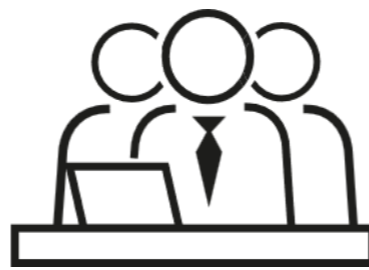
Samsung Enterprise Technical Support provides your organization with the expertise of Samsung mobility professionals. Our experts are ready to provide proactive assessment, reliable support and escalated response, all tailored to meet your specific needs.

### Customer Benefits



#### Personalized Service

Designated Support Account Manager who will be familiar with your IT environment, and thus able to provide optimized resolutions, and a personalized communication plan.



#### World-class Support Experts

Prioritized handling by Samsung expert engineers who are trained to provide professional and quick responses to minimize downtime.



#### Samsung Insider Access

Privileged access to beta programs, roadmap information, and other pertinent information.

### Key Features



#### Direct Access to Expert Engineers

Samsung knows best when it comes to Samsung devices and solutions. Enterprise Technical Support offers direct access to an experienced team of Samsung experts.



#### Advantage Program

Training on new OS releases and solution enhancements, as well as privileged and unique access to Samsung beta programs.



#### Support Account Manager (SAM)

The Support Account Manager (SAM) is a dedicated resource who serves as an extension of your team. The SAM is responsible for issue triage, all reporting, and escalations with Samsung's support and engineering organization.



#### Customer Analytics and Reporting

We provide detailed communications, scheduled and delivered according to your needs, including newly discovered security concerns and the remediation steps.



#### On-site Support

You might not know what to do when a critical issue arises. An expert engineer visits your site to analyze problems and provides resolutions.

**Support Offerings**

Samsung's offerings, which consist of on different support options, are designed to meet your organizations' individual needs.

**ETS Advanced:  
Mobility Expertise on Demand**

**ETS Elite:  
Proactive Account Management**

Features		Knox QuickStart	Advanced	Elite
Service term	Service term	3 months	Per year	Per year
	Named Callers	2	2	Unlimited
Access to experts	Support requests	3	Unlimited	Unlimited
	Portal, Email support	✓	✓	✓
	Operation hours (Severity 1)	Biz hours <sup>1)</sup>	Biz hours <sup>1)</sup>	24 x 7
	Operation hours (Severity 2,3,4)	Biz hours <sup>1)</sup>	Biz hours <sup>1)</sup>	Biz hours <sup>1)</sup>
	Troubleshooting lab	✓	✓	✓
Consultancy services	✓	✓	✓	✓
	Knox product introduction	✓	✓	✓
	Knox onboarding assist	Up to 16 hours	✓	✓
	EMM Migration to Knox Manage	-	-	✓
	Knox Product Update	-	-	✓
Response charter (initial response time)	Severity 1	4 biz hours	2 biz hours	1 hour
	Severity 2	8 biz hours	4 biz hours	2 biz hours
	Severity 3	12 biz hours	12 biz hours	12 biz hours
	Severity 4	24 biz hours	24 biz hours	24 biz hours
Advantage program	Online technical training	✓	✓	✓
	Beta program	-	-	✓
Support account management	Designated Support Account Manager	-	-	✓ <sup>2)</sup>
Kick-off meeting	Kick-off meeting	✓	✓	✓
On-site technical support	Scheduled on-site technical support <sup>3)</sup>	Add - on	Add - on	One time (up to 3 days)
Reporting	Incident status reporting (web based)	✓	✓	✓
	Samsung vulnerability bulletin service	✓	✓	✓
	Quarterly written activity report	-	-	✓
	Regular teleconference review	-	-	✓
Support coverage	Support devices (Samsung)	Samsung Mobile Devices <sup>4)</sup>	Samsung Mobile Devices <sup>4)</sup>	Samsung Mobile Devices <sup>4)</sup>
	Troubleshooting issues	✓	✓	✓
	OS technical support <sup>5)</sup>	✓	✓	✓
	Samsung branded preloaded apps/SW	✓	✓	✓
	Samsung Enterprise solution (Knox) <sup>6)</sup>	✓	✓	✓
	EMM/MDM interoperability	✓	✓	✓
	Collaborative support for enterprise applications	✓	✓	✓

1) Business hours refer to either 10 x 5 in EMEA and APAC or 12 x 5 in Americas  
 2) Expandable with Additional SAM (Support Account Manager) Option.  
 3) Available in the contracted country or region; Only Canada is available in Americas. Purchasable or expandable with Additional On-Site Support Option.  
 4) Smartphones, Tablets, Wearables  
 5) Only Android, Tizen, Chrome OS and Wear OS  
 6) If the customer has separate commercial licenses for Knox, etc.

\*All services are subject to the Samsung Enterprise Technical Support Terms of Service.  
 For more information, e-mail us at [ets.mobile@samsung.com](mailto:ets.mobile@samsung.com) or visit <http://www.samsungknox.com/ets>