

## Customer Benefits

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### 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.

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### World-class Support Experts

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

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### Samsung Insider Access

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

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# SAMSUNG Enterprise Technical Support



### Contact Us

To learn more about Samsung Enterprise Technical Support, email us at [ets.mobile@samsung.com](mailto:ets.mobile@samsung.com) or visit [www.samsungknox.com/ets](http://www.samsungknox.com/ets)

## SAMSUNG

This content can be changed without notice  
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Samsung Enterprise Technical Support keeps your mobile workforce working at peak efficiency

Samsung Electronics Co., Ltd

**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.

Downtime and inefficiency equal loss in productivity. That is why Enterprise Technical Support offers you direct access to our team of enterprise mobility experts. We will help your IT team get the very most from your mobility investment.

Whether you are troubleshooting, preparing for the next OS release, or simply looking to use Samsung's phones, tablets and wearables in new and innovative ways, Samsung is here to support you.



**Key Features**



**Direct Access to Engineers**

Direct access to Samsung's experienced team of mobility experts via phone, Email, and portal.



**Advantage Program**

Technical training, as well as privileged and unique access to Samsung beta programs.



**Support Account Manager (SAM)**

Dedicated resource who serves as an extension of your team.



**Customer Analytics and Reporting**

Detailed communications, scheduled and delivered according to your needs.



**On-site Support**

Expert engineer visit to customer site for quick and precise resolution of issues.

**Support Offerings**

Samsung's offerings, which consist of different support options, are designed to meet your organizations' individual needs. Choose the option that best fits your organization.

	Knox QuickStart	Advanced	Elite
<b>Service Term</b>	3 months	Per year	Per year
<b>Number of Tickets</b>	3	Unlimited	Unlimited
<b>Consultancy Services</b>			
Knox product introduction	✓	✓	✓
Knox onboarding assist	Up to 16 hours	✓	✓
EMM Migration to Knox Manage	-	-	✓
Knox Product Update	-	-	✓
<b>Direct Access to Expert Engineers</b>			
Business Hour For Severity 1 Issue (hours/days)	Business hours*	Business hours*	24 x 7
Customer Channel	Customer portal, email	Customer portal, email	Customer portal, email
Named Caller	2	2	Unlimited
Initial Response For Severity 1 Issue	4 hours	2 hour	1 hour
<b>Advantage Program</b>			
Technical Training	✓	✓	✓
Beta Program	-	-	✓
<b>Designated Support Account Manager</b>	-	-	✓*
<b>Customer Analytics and Reporting</b>			
Regular Reporting	-	-	✓
Samsung Vulnerability Communication Service	✓	✓	✓
<b>Customer On-Site Support</b>	<b>Add - on</b>	<b>Add - on</b>	<b>One time *** (up to 3 days)</b>

\* Expandable with Additional SAM (Support Account Manager) option

\*\* Expandable with Additional On-site Support option