

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.

SAMSUNG Enterprise Technical Support



Contact Us

To learn more about Samsung Enterprise Technical Support, email us at ets.mobile@samsung.com or visit www.samsungknox.com/ets

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This content can be changed without notice
(last modification date: June 2020)

Samsung Enterprise Technical Support keeps your mobile workforce working at peak efficiency

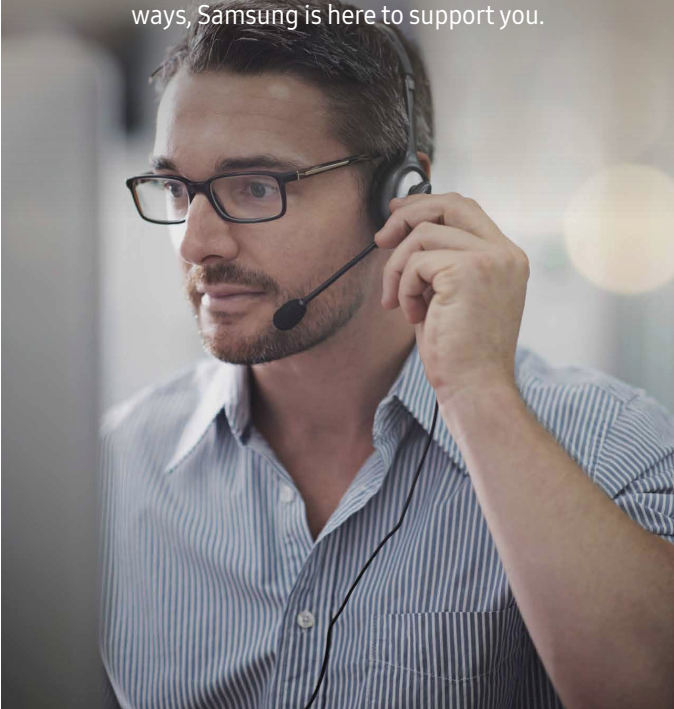
Samsung Electronics Co., Ltd

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.



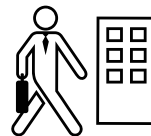
Support Account Manager (SAM)

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.

	Advanced	Elite
Direct Access to Expert Engineer		
Business Hour for Severity 1 Issue (hours/days)	10 x 5	24 x 7
Customer Channel	Customer portal, email, phone	Customer portal, email, phone
Named Caller	2	6 *
Initial Response for Severity 1 Issue	2 business hours	1 hour
Advantage Program		
Technical Training	✓	✓
Beta Program	X	✓
Designated Support Account Manager	X	✓ **
Customer Analytics and Reporting		
Regular Reporting	X	✓
Samsung Vulnerability Communication Service	X	✓
Customer On-Site Support	X	One time *** (up to 3 days)

* Expandable with Additional Named Caller option

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

*** Expandable with Additional On-site Support option