



# ProCare keeps your mobile workforce working at peak efficiency.

Downtime and inefficiency equal lost productivity. So Samsung ProCare Technical Support offers you direct access to our team of enterprise mobility experts. They'll help your IT team get the very most from your mobility investment. Whether you're troubleshooting, preparing for the next OS release or looking to use Samsung phones, tablets and wearables in new and innovative ways, Samsung is here to help.

## Samsung ProCare Advantages



### Unparalleled Samsung Support

No other organization can provide the level of support that we can on Samsung devices. Since we develop hardware, operating systems and enhanced mobile security solutions, as well as having a close relationship with carriers and Android developers, we have the ability to provide your IT team a unique level of assistance.



### Support for a Range of Issues

Samsung can assist you with a variety of issues, including new mobile operating systems, software and security updates, synchronization challenges, device security and encryption, and certificate-based authentication.



### Flexible Support Options

Choose the support option that best fits your organization. Options include Advanced (Tier-3 support), Elite (Tier-3 support with account management) and Elite Plus (advanced device exchange).



## Flexible support options.

Samsung's levels of support options are designed to meet your specific needs. Contact [samsungbusinessservices@sea.samsung.com](mailto:samsungbusinessservices@sea.samsung.com) for more information.

### Advanced Technical Support: Mobility Expertise on Demand

With Samsung's commitment to the Enterprise, Tier-3 mobility experts are only a phone call away. Our goal is to have a Tier-3 engineer on the line and helping you within 90 seconds.

### Elite Technical Support: Proactive Account Management

Your Support Account Manager is there to serve as an extension of your team, working closely with the entire Technical Support organization to help ensure consistent management and prioritization of your critical support issues and escalations.

### Elite Plus: NBD Advanced Exchange

The hassle-free alternative to managing your own spare pool. Simply request an exchange on a registered device and we'll ship you a replacement for delivery the next business day (some restrictions apply<sup>3</sup>). Devices can be exchanged because of accidental damage such as broken screens or water damage.

Samsung ProCare Technical Support		Advanced Technical Support	Elite Technical Support	Elite Plus Advanced Exchange
Purchasing Units		Per Customer	Per Customer	Per Device <sup>2</sup>
Access to Tier-3 Experts	Named Callers	2	6 <sup>1</sup>	Elite Plus cannot be purchased without a Technical Support entitlement
	Supported Locations	Multiple within US	Multiple within US	
	Support Requests Per Year	Unlimited	Unlimited	
	Phone Support (Toll-Free)	12/5	24/7	
	Service Portal and Email Support	✓	✓	
	Single Point of Contact, Ownership and Issue Resolution	✓	✓	
Response Charter	Troubleshooting Lab	✓	✓	
	Phone Response (Regardless of Severity)	80% within 90 Sec	90% within 90 Sec	
	Portal / Email Response (Regardless of Severity)	1 Business Day	2 Hours	
Support Coverage	Status Updates	Standard	Enhanced	
	Troubleshooting Hardware (Samsung Devices)	✓	✓	
	New OS Release Support (Samsung Devices)	✓	✓	
	Samsung Mobile Vulnerability Communication Service	✓	✓	
	EMM / MDM Interoperability	✓	✓	
	Collaborative Support for Enterprise Applications	✓	✓	
	Knox Workspace Enhanced Support	✓	✓	
Service Account Management	Knox Custom Configurator Enhanced Support	✓	✓	
	Designated Service Account Manager		✓	
	Regular Case Reviews and Reporting		✓	
Device Exchange	Escalation Management		✓	
	Advanced Exchange (Up to 10% of Devices Registered)			✓
	Next Business Day Delivery (Residential or Commercial) <sup>3</sup>			✓
	Samsung Certified Refurbishment			✓
	Samsung-Owned Spare Pool			✓
Includes Accidental Damage Coverage				✓
<b>Ordering Information</b>				
1 Year (12 Months)		MI-OVCPAA	MI-OVCPAB	MI-OVCPAC
2 Years (2 x 12 Months)		MI-OVCPAA2	MI-OVCPAB2	MI-OVCPAC2
3 Years (3 x 12 Months)		MI-OVCPAA3	MI-OVCPAB3	MI-OVCPAC3

<sup>1</sup>Expandable with Additional Named Caller Option.

<sup>2</sup>Minimum of 200 devices registered under Elite Plus.

<sup>3</sup>Certain restrictions apply to Next Business Day delivery, depending on timing and location. Refer to Services Guide section 5.3 for details.

See Services Guide at <http://samsung.com/us/pc-technicalsupportguide> for restrictions. All services subject to the Samsung Business Services Terms and Conditions, which can be found at [samsung.com/us/business-services](http://samsung.com/us/business-services).

### Additional Named Caller Option

Organizations requiring additional named callers or needing to expand the supported device limit can use the Additional Named Caller Option (MI-OVCSA1) to add two named callers. (See Service Guide for more information).

## Samsung offers complete support.

Samsung can provide complete support of your mobile devices, whether phones, tablets or wearables.

### Interoperability Support

#### Enterprise Mobility Management

- New device addition
- New updates
- Device configuration settings

#### Enterprise Applications

- Deployment troubleshooting
- Abnormal behavior analysis

#### Email

- Exchange Active Sync
- Native email client

#### Knox™ Enhanced Support

- Knox Workspace
- Knox Premium
- Knox Customization Configurator



### Device Assistance

#### Device Hardware Support

- Display
- Battery management
- Memory management
- Camera

#### Operating Systems

- Encryption
- Updates
- Drivers
- Configuration

#### Connectivity / Location Services

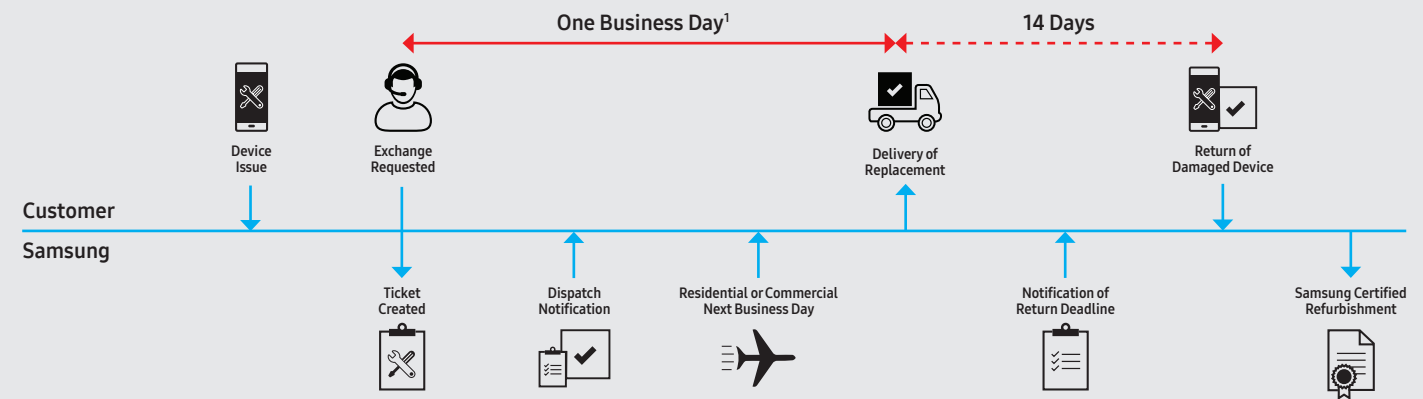
- Cellular connectivity
- GPS
- NFC
- Wi-Fi
- VPN
- Bluetooth

#### Advanced Exchange

- Next Business Day delivery<sup>1</sup>
- Accidental damage and mechanical breakdown covered
- Samsung certified refurbishment

## Samsung Advanced Exchange.

Samsung minimizes downtime with a streamlined, Next Business Day<sup>1</sup> approach to device exchange.



#### Learn More

[samsung.com/business](http://samsung.com/business) [insights.samsung.com](http://insights.samsung.com)  
[samsung.com/us/business-services](http://samsung.com/us/business-services)

#### Product Support

1-866-SAM4BIZ

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