



# Support from experts who understand Enterprise mobility.

Downtime and inefficiency equal lost productivity. Samsung ProCare Technical Enterprise 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, use genuine Samsung parts, and have close relationships 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.



### Support Options

Choose the support option that best fits your organization, either Advanced (Tier-3 support) or Elite (Tier-3 support with account management).



## Support options.

Samsung's support options are designed to meet your 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.



Samsung ProCare Technical Support		Advanced Technical Support	Elite Technical Support
Purchasing Units		Per Customer	Per Customer
Access to Tier-3 Experts	Named Callers	2	6 <sup>1</sup>
	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	✓	✓
	Troubleshooting Lab	✓	✓
Response Charter	Phone Response (Regardless of Severity)	80% within 90 Sec	90% within 90 Sec
	Portal / Email Response (Regardless of Severity)	1 Business Day	2 Hours
	Status Updates	Standard	Enhanced
Support Coverage	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	✓	✓
	Knox Configure Enhanced Support	✓	✓
Service Account Management	Designated Service Account Manager		✓
	Regular Case Reviews and Reporting		✓
	Escalation Management		✓
<b>Ordering Information</b>			
1 Year (12 Months)		MI-OVCPAA	MI-OVCPAB
2 Years (2 x 12 Months)		MI-OVCPAA2	MI-OVCPAB2
3 Years (3 x 12 Months)		MI-OVCPAA3	MI-OVCPAB3

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

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 <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.

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**Product Support** 1-866-SAM4BIZ  
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