Enterprise technical support plans

SAMSUNG

Enterprise Technical Support	Essential Technical Support for SMB	Advanced Technical Support	Elite Technical Support	Elite Multinational Technical Support	Professional Engineering Services
Maximum Incident Requests	10	Unlimited	Unlimited	Unlimited	Unlimited
Access to Tier-3 experts					
Named callers	2	2 [1]	6 [1] U.S. Only	12 [1]	12 [1]
Supported locations	Multiple within U.S.	Multiple within U.S.	Multiple Countries	Multiple Countries	Multiple within U.S.
Support requests per year	10	Unlimited	Unlimited	Unlimited	
Phone support (toll-free)	12 x 5	12 x 5	24 x 7	24 x 7	
Service portal and email support	✓	✓	✓	✓	
Single point of contact, ownership and issue resolution	✓	✓	✓	✓	
Troubleshooting lab		✓	✓	✓	
Response charter					
Portal/email response (regardless of severity)	1 business day	1 business day	2 hours	2 hours	
Status updates	Standard	Standard	Enhanced	Enhanced	
Severity 1	4 business hours	2 business hours	1 hour	1 hour	
Severity 2	24 business hours	24 business hours	4 business hours	4 business hours	
Severity 3	48 business hours	48 business hours	24 business hours	24 business hours	
Severity 4	72 business hours	72 business hours	48 business hours	48 business hours	
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			✓	✓	
Designated engineer					
Project hours					up to 1 year
Post-deployment consulting (uses hours)					✓
Solution deployment and configuration (uses hours)					✓
Solution consulting (uses hours)					✓
Detailed technical training (uses hours)					✓
Technical ownership of critical incidents					✓
On-site service review / planning					1 per quarter
Employee size limitations	Less than 1,000	Unlimited	Unlimited	Unlimited	Unlimited

[1]Expandable with Additional Named Caller option.