

SAMSUNG

Total Care

SAMSUNG Saudi Arabia

B2B

SERVICE SOLUTIONS

For Every Business Needs

(Mobiles)



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Major Customer Concerns on Service

Especially for B2B customers, product purchase is not the end of the process. Purchasing the right service solution together guarantees you peace of mind, lengthened product life span, and maximized utilization of products.

Solution



“

I don't even know if this kind of service exist in the market

”

Expertise



“

So many ads and recommendations... I don't know whom to select

”

Trust



“

Had service from a small low cost vendor and suffered from repair quality

”

Cost



“

No standard cost in the market for service, worried that I'm paying excessive

”

Why Samsung B2B Service Solutions?

Trustworthy service meeting various B2B customerbusiness needs with high quality service.



Who

Authorized & Trained

* by Samsung



What

Quality↑ Time↓



Where

Coverage

* Broad network

Consultation

* 24/7 call, chat



How

Cost↓

* Eco-repair

Life Span↑

* Genuine parts

01 Extended Warranty

Guaranteed repair on manufacturing defect

Worried

About device malfunction?
It can happen any time with your
network, power, WiFi , sound
battery, call quality, color...



Secured

if you're with
Samsung Extended Warranty

- ✓ No hidden cost
- ✓ Hassle free claims
- ✓ Genuine parts
- ✓ Samsung authorized engineer

Category	Basic Wty	Extended Wty		
	2 Year	+ 1 Year	+ 2 Year	+ 3 Year
Total Warranty Period	2 Year	3 Year	4 Year	5 Year

- ✓ Maximum 3 years Extended Warranty purchasable
- ✓ Applicable to Smartphone & Tablet products
- ✓ Price varies by model, Ask quotation for your desired years of warranty

02 Accidental Damage from Mishandling

Guaranteed repair on damages from mishandling

Concerns

On accidental damages that might happen to your device?



Secured
if you're with
Samsung ADH Protection Plan

- ✓ No hidden cost
- ✓ Hassle free claims
- ✓ Genuine parts
- ✓ Samsung authorized engineer

	ADH Only	ADH+EW(combo)		
ADH/EW	O (2Yr ADH)	3Yr ADH+ 1Yr EW	4Yr ADH+ 2Yr EW	5Yr ADH+ 3Yr EW

*ADH Accidental Damage Handling
*EW Extended Warranty

- ✓ ADH should go together with EW
- ✓ NOT Applicable for cosmetic damages such as scratches and dents
- ✓ Applicable for screen damage and liquid damage
- ✓ Price varies by model, Ask quotation for your desired years of ADH

03 Preventive Maintenance

Lengthened product life span through regular maintenance

Wish

Somebody look into your device regularly for healthier and longer utilization?



Optimize

Utilization through regular maintenance visit from Samsung authorized technicians

- ✓ Number of maintenance visits per year can vary (2~4 times recommended)
- ✓ (Mobile) S/W upgrade, User training, Diagnosis, Battery life check, Cleaning
- ✓ Price varies by model, number of units, frequency of visit

04 Immediate SWAP (incl. Loan set)

Dedicated buffer stock readiness for swap

Is your device essential for

continuity

of your biz operation?



Dedicated stock

of parts or units for biz continuity

- ✓ Customer can select number of units of essential parts like screen for mobile phone , as well as level of safety stock
- ✓ Recommended for sites with frontline workers whose readiness of device are directly linked to biz operation and performance

05 Seasonal On-Site Support

Preventive maintenance on customer sites with seasonality

Ahead

Of peak season in your site and worried about customer complaints from device malfunction?



We'll be there

At the right time for checkup and maintenance to make your customers happy

- ✓ Timing of maintenance visits depends on your business needs
- ✓ (Mobile) S/W upgrade, User training, Diagnosis, Battery life check, Cleaning
- ✓ Price varies by model, number of units, and days required for maintenance

06 On-Site Engineer Dispatch

Samsung certified and trained technicians dispatched on site

Speedy repair

Is what matters most for your business?



Immediate response

By Samsung dispatched residential engineer dedicated to the site

- ✓ Frequency of service can vary (1~4 times per year recommended)
- ✓ S/W upgrade, User training, Diagnosis, Battery life check.
- ✓ Price varies by model, number of units and days required for maintenance

07 Service Center Set-up

Dedicated service center set up for mega project sites

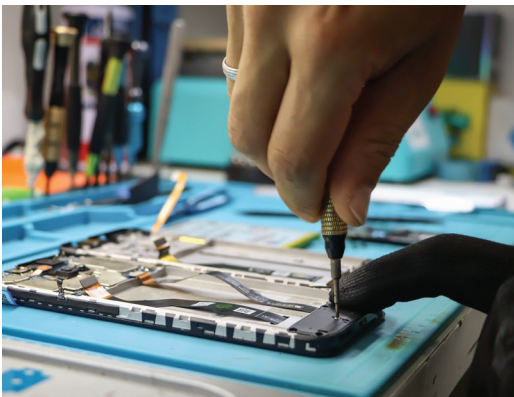
Big and remote

Is how we can describe
Your project?



Dedicated SVC Center

Located in your project site for
efficient maintenance and repair



- ✓ Price varies by service level required by the customer such as the number of technicians, operating hours (24/7, 9:00 to 17:00, etc.), safety stocks, etc.
- ✳ Engineer workspace (office, warehouse, etc.) to be arranged by customer
- ✓ Recommended for Megaproject customers with economy of scale and located in remote areas where accessibility from nearby cities is limited

08 Moving Service

Catering customer sites in rural area with moving van/truck

Multiple sites

Including rural area which are out of service coverage?



Moving service

will visit those area by regular timeline

- ✓ Based on capacity of vehicle/manpower and customer's business needs and site network, service level such as visiting schedule by location should be discussed and defined mutually in advance
- ✓ Recommended for nationwide projects including cities with insufficient infrastructure for proper repair

09 Dedicated Hotline (24/7 Call Support)

Call consultation from dedicated agent regardless of time

Need to talk

With an expert about an urgent issue even at night?



24/7 Hotline

Waiting for your call whenever you need our consultation

- ✓ 24/7 chat service is already available, recommended for customers whose end users are not all keen or prefers chat consultation
- ✓ You can decide whether it would be existing Samsung representative number or separate hotline, dedicated or non dedicated(shared) agent, number of agent and supporting languages

10 Dedicated Account Manager

Project assigned operational account manager

Not sure

Whom to contact to resolve the issues you face easily?



You can ask for

Dedicated Account Manager

Waiting for your call whenever you need our consultation

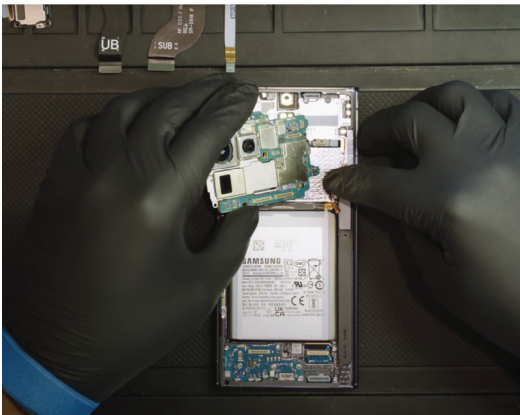
- ✓ Suitable for customers with many end users to simply announce single point of contact for any service related issues
- ✓ Cost varies whether it is dedicated or non dedicated and number of account managers

11 On-Site Scrap and Recycling

Scrap and recycle while preventing data leakage

Does
Data security

Matter in your organization?



We can repair, scrap and recycle

On-site

under your supervision

- ✓ Engineer and equipment dispatched to the designated site by you.
Repair of the units and scrapping of the used parts will take place under your supervision as well as material out
- ✓ Cost depends on the required processing time based on product and number of unit

12 Internet access restriction

Disable outer internet access for security, educational reason

Need to **Control**

Internet access for a reason?



We can

Customize

Settings of your device
according to using environment

- ✓ Suitable for schools and organization dealing with highly confidential data. Internet access will be controlled by agreed authentication method.
- ✓ Cost varies by model and man time required to adjust the setting

13 Engraving Service

Personalized device utilization with engraving

Give each device
Identity



-
- ✓ Laser engraving within limit of 30 character.
Recommended in case number of people using same model with same color
 - ✓ Cost depends on number of devices and man time required

What are your business needs?

	Extended Usage	Speedy Issue Resolution	Data security	Device Personal-izing
Extended Warranty	√			
Accidental Damage Handling	√			
Preventive Maintenance	√			
Seasonal on-site support	√			
Moving Service (Truck/Van)		√		
On-site Engineer dispatch		√	√	
SVC center setup		√		
Immediate SWAP		√		
Internet access restriction			√	√
24/7 Call center support		√		
Dedicated account manager		√		
On-site scrap and recycling			√	
Engraving				√

* Above mentioned services are applicable for mobile and tablet product

Samsung B2B Service Solutions

GET IN TOUCH

[Service Solution Inquiries]
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Call Outside KSA
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We are pleased to assist you with any inquiries you may have.
Feel free to reach out to us 24/7, every day of the week.

Scan the following QR code to connect directly to our WhatsApp.



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