

SAMSUNG

Customer Service

Total Care

Samsung B2B Service Solutions

For Every Business Needs



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What are your business needs?	
Which product is the solution applicable?	

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 customer business needs with high quality service.



Who

Authorized & Trained

* by Samsung



What

Quality↑ Time↓



Where

Coverage

* Broad network

Consultation

* 7/7 call, 24/7 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		
	1 Year	+ 1 Year	+ 2 Year	+ 3 Year [MX only]
Total Warranty Period	1 Year	2 Year	3 Year	4 Year

- ✓ Maximum 3 years Extended Warranty purchasable for Smartphone & Tablet only
- ✓ 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

Pack Feature	Basic Wty	Extended Duration	
	1st Year	2nd Year	3rd Year
ADH only	1 yr ADH	N/A	N/A
ADH + EW (Combo)	2 yr ADH + 1 yr EW		N/A
	3 yr ADH + 2 yr EW		

- ✓ ADH should go together with EW for Smartphone & Tablet only
- ✓ 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

Refreshing air quality thru regular cleaning & filter change

Wish

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



Optimize

utilization through regular maintenance visit from Samsung authorized technicians

Breath

with fresh air thru our anti-bacterial treatment and filter replacement

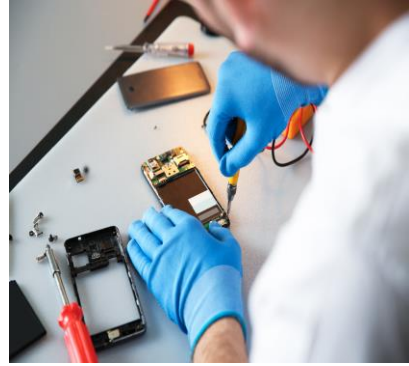
- ✓ Number of maintenance visits per year can vary (1~4 times recommended)
- ✓ (Mobile) S/W upgrade, User training, Diagnosis, Battery life check, Cleaning
- ✓ (AC) Cleaning outdoor unit & condenser, Filter care, Visual inspection, Gas pressure check
- ✓ Price varies by model, number of units, frequency of visit

04 On-Site Engineer Dispatch

Samsung certified and trained technicians dispatched on site

Speedy repair

is what matters most for your business



Dedicated stock

of parts or units for biz continuity

- ✘ Highest parts life span in Egypt ~ 10 Years
- Reasonable & Unified spare parts prices

- ✓ Customer can select number of units of essential parts like LED screen for mobile phone, panel for display, etc. 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 Service Center Set-up

Dedicated service center set up for mega project sites

Big and remote

Is how we can describe Your project?

Biggest service network in Egypt

- 48 Mobile service center
- 30 Consumer Electronics service center

✂ Covering all 27 governorates



ECO Friendly Service

- ✓ Paper Free
- ✓ Mobile Recycle Box
- ✓ ECO recycle Packaging

Designed for priority seats and Queue



06 Moving Service

Catering customer sites in rural area with moving van/truck

Multiple sites

including rural area which are out of service coverage?

3 Moving svc to cover rural areas



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

07 Most Accessible Brand

Multiple channel for equal right to reach Samsung

Sign Language



Remote Service



24/7 Support

waiting for your call whenever you need our consultation



WhatsApp
01000016580



SAMSUNG
Members

16580

7 Days/week

9 AM ~ 9 PM

- ✓ 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

08 On-Site Scrap and Recycling

Scrap and recycle while preventing data leakage

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

09 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

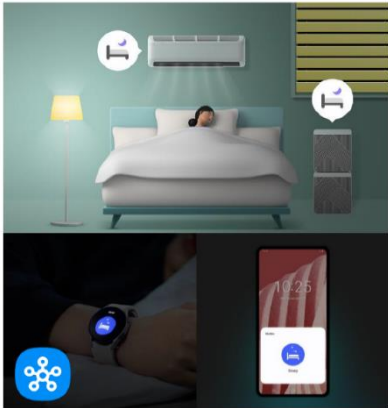
- ✓ Suitable for schools and organization dealing with highly confidential data. Internet access will be controlled by agreed authentication method.
- ✓ Cost varies by model and man time required to adjust the setting

10 Introducing Samsung SmartThings

Simplify people's daily lives through a smart connected home solution

Samsung SmartThings is a game-changing smart home solution that is redefining the future of connected homes.

SmartThings stands out with its powerful capabilities, flexibility, and seamless integration.



Energy Saving

One of SmartThings app key features is to help users save up to 60% on energy through an AI-powered Energy Saving mode.

The App offers customizable automated scenarios, like the "Relax Mood" setting, which can automatically adjust temperature and humidity for the optimal sleeping environment.

Scenario: Relax mood setting - Sleep carefree

- ✓ The secret to a great night's sleep is creating a comfortable sleeping environment
- ✓ Adjusting the temperature and humidity in your home can improve sleep quality

Entry Point:

SmartThings app > Routines > Create routine

(If: times set, Air monitor set/Then: AC set, Air purifier set, Lights Set)

Modes & Routines > sleep> change settings > Control SmartThings > if: sleeping

What are your business needs?

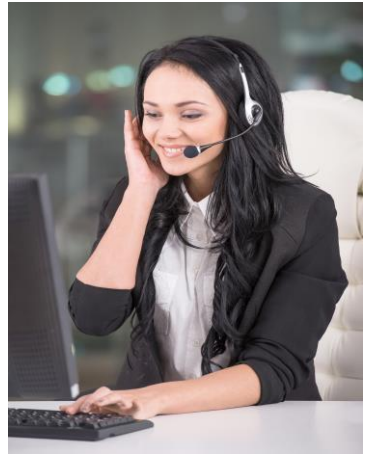
	Extended Usage	Speedy Issue Resolution	Data security	Device Personalizing
Extended Warranty	√			
Accidental Damage Handling	√			
Preventive Maintenance	√			
Moving Service (Truck/Van)		√		
On-site Engineer dispatch		√	√	
SVC center setup		√		
Internet access restriction			√	√
24/7 Call center support		√		
On-site scrap and recycling			√	

Which product is the solution applicable?

	Mobile & Tablet	Visual Display	System A/C
Extended Warranty	√	√	
Accidental Damage Handling	√		
Preventive Maintenance	√		√
Moving Service (Truck or Van)	√		
On-site Engineer dispatch	√	√	√
SVC center setup	√		√
Internet access restriction	√		
24/7 Call center support	√	√	√
On-site scrap and recycling	√	√	√

Samsung B2B Service Solutions

GET IN TOUCH



[B2B Service Inquiries]

Samsung B2B Call Center | Website |

<https://www.samsung.com/eg/support/contact/#contactinfo>

Access Samsung B2B thru whatsapp QR code:



WhatsApp

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7 Days/week 9 AM ~ 9 PM