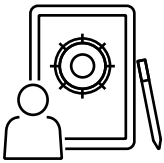




## Unparalleled support by dedicated Samsung expert engineers

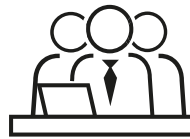
Samsung Enterprise Technical Support provides your organization with the expertise of Samsung mobility professionals. Our experts are ready to provide proactive assessment, reliable support and escalated response, all tailored to meet your specific needs.

### Customer Benefits



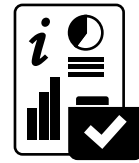
#### Personalized Service

Designated Support Account Manager who will be familiar with your IT environment, and thus able to provide optimized resolutions, and a personalized communication plan.



#### World-class Support Experts

Prioritized handling by Samsung expert engineers who are trained to provide professional and quick responses to minimize downtime.



#### Samsung Insider Access

Privileged access to beta programs, roadmap information, and other pertinent information.

### Key Features



#### Direct Access to Engineers

Samsung knows best when it comes to Samsung devices and solutions. Enterprise Technical Support offers direct access to an experienced team of Samsung experts.



#### Advantage Program

Training on new OS releases and solution enhancements, as well as privileged and unique access to Samsung beta programs.



#### Support Account Manager (SAM)

The Support Account Manager (SAM) is a dedicated resource who serves as an extension of your team. The SAM is responsible for issue triage, all reporting, and escalations with Samsung's support and engineering organization.



#### Customer Analytics and Reporting

We provide detailed communications, scheduled and delivered according to your needs, including newly discovered security concerns and the remediation steps.



#### On-site Support

You might not know what to do when a critical issue arises. An expert engineer visits your site to analyze problems and provides resolutions.

## Support Offerings

Samsung's offerings, which consist of on different support options, are designed to meet your organizations' individual needs.

### ETS Advanced: Mobility Expertise on Demand

### ETS Elite: Proactive Account Management

	Features	Advanced <sup>1)</sup>	Elite
Access to experts	Named Callers	2	6 <sup>2)</sup>
	Support requests	Unlimited	Unlimited
	Phone, Portal, Email support	✓	✓
	Operation hours (Severity 1)	Biz hours (10 x 5)	24 x 7
	Operation hours (Severity 2,3,4)	Biz hours (10 x 5)	Biz hours (10 x 5)
	Troubleshooting lab	✓	✓
Response charter (Initial response time)	Severity 1	2 biz hours	1 hour
	Severity 2	4 biz hours	2 biz hours
	Severity 3	12 biz hours	12 biz hours
	Severity 4	24 biz hours	24 biz hours
Advantage program	Online technical training	✓	✓
	On-site technical training	-	One time <sup>3)</sup> (1 day)
	Beta program	-	✓
Support account management	Designated Support Account Manager	-	✓ <sup>4)</sup>
Kick-off meeting	kick-off meeting	✓	✓
On-site technical support	Scheduled on-site technical support	-	One time <sup>5)</sup> (up to 3 days)
Reporting	Incident status reporting (web based)	✓	✓
	Samsung vulnerability bulletin service	✓	✓
	Quarterly written activity report	-	✓
	Regular teleconference review	-	✓
Support coverage	Support devices (Samsung)	Tablets, Smartphones, Wearables	Tablets, Smartphones, Wearables
	Troubleshooting issues	✓	✓
	OS technical support	✓	✓
	Samsung branded preloaded apps/SW	✓	✓
	Samsung enterprise solution (Knox) <sup>6)</sup>	✓	✓
	EMM/MDM interoperability	✓	✓
	Collaborative support for enterprise applications	✓	✓

1) The availability of 'Advanced' service may vary depending on country.

2) Expandable with Additional Named Caller Option.

3) Available in the country or region where the customer contracted.

4) Expandable with Additional SAM (Support Account Manager) Option.

5) Expandable with Additional On-Site Support Option.

6) If the customer has a separate commercial licenses for Knox, etc.