

**SAMSUNG**

Total Care

**SAMSUNG Saudi Arabia**

**B2B**

**SERVICE SOLUTIONS**

For Every Business Needs



# TABLE OF CONTENTS

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<b>Contents</b>	<b>Page</b>
Major Customer Concerns on Service	1
Why Samsung B2B Service Solutions?	2
<b>01 Extended Warranty</b>	<b>3</b>
<b>02 Preventive Maintenance</b>	<b>4</b>
<b>03 Expert Cleaning and Filter Care</b>	<b>5</b>
<b>04 Immediate SWAP (incl. Loan set)</b>	<b>6</b>
<b>05 Seasonal On-Site Support</b>	<b>7</b>
<b>06 On Site Engineer Dispatch</b>	<b>8</b>
<b>07 Service Center Set-up</b>	<b>9</b>
<b>08 Dedicated Hotline (24/7 Call Support)</b>	<b>10</b>
<b>09 Dedicated Account Manager</b>	<b>11</b>
<b>10 On-Site Scrap and Recycling</b>	<b>12</b>
What are your business needs?	13
Which product is the solution applicable?	14

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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, display color, WiFi ,cooling ...



## 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 Display and AC Products
- ✓ Price varies by model, Ask quotation for your desired years of warranty

## 02 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)
- ✓ (Display) S/W upgrade, Health check up, picture quality check, cable check up Unit cleaning
- ✓ (AC) Cleaning outdoor unit & condenser, Filter care, Visual inspection, Gas pressure check
- ✓ Price varies by model, number of units, frequency of visit

## 03 Expert Cleaning and Filter Care

Refreshing air quality thru regular cleaning & filter change

### Care

For air quality and a healthier working environment?



### Breathe

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

- ✓ Frequency of service can vary (1~4 times per year recommended)
- ✓ (AC) Cleaning outdoor unit & condenser, Filter care
- ✓ Price varies by model, number of units and days required for maintenance

## 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 panel for display, Boards, 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 Seasonal On-Site Support

Preventive maintenance on customer sites with seasonality

## Ahead

Of peak season in your office, hotel and worried about customer complaints from device malfunction?

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## 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
- ✓ (Display) S/W upgrade, Health check up, picture quality check, cable check-up and Unit cleaning
- ✓ (AC) Cleaning outdoor unit & condenser, Filter care, Visual inspection, Gas pressure check
- ✓ 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)
- ✓ (Display) S/W upgrade, Health check-up, picture quality check, cable check up and Unit cleaning
- ✓ (AC) Cleaning outdoor unit & condenser, Filter care
- ✓ 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

# 8 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

# 9 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

# 10 On-Site Scrap and Recycling

On Site Scrap And Recycle



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

# What are your business needs?

	Extended Usage	Speedy Issue	Data security
Extended Warranty	✓		
Preventive Maintenance	✓		
Expert Cleaning & Filter Care	✓		
Seasonal on-site support	✓		
On-site Engineer dispatch		✓	✓
SVC center setup		✓	
Immediate SWAP		✓	
24/7 Call center support		✓	
Dedicated account manager		✓	
On-site scrap and recycling			✓

# Which product is it applicable?

	Visual Display	System A/C
Extended Warranty	√	√
Preventive Maintenance	√	√
Expert Cleaning and Filter Care		√
Immediate SWAP	√	
Seasonal on-site support	√	√
On-site Engineer dispatch	√	√
SVC Center setup	√	√
24/7 Call Center support	√	√
Dedicated account manager	√	√
On-site scrap and recycling	√	√



Samsung B2B Service Solutions

# GET IN TOUCH

[Service Solution Inquiries]  
Samsung B2B Call Center

Call Inside KSA  
800 247 2222  
Call Outside KSA  
+966112542860

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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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