The quicker way to get started

Get your mobile fleet up and running faster and easier with Samsung Quickstart Go.

The pressure's on.

Digital transformation and remote working are high on the agenda for many of today's businesses—putting those in charge of the change under increasing pressure to deliver.

Himesh Patel, Head of IT,

For those businesses who don't have a dedicated IT team, the managing director, operations manager or even the office manager may suddenly be finding themselves responsible for their company's fleet of mobile devices—often without training, experience or the necessary time to do it.
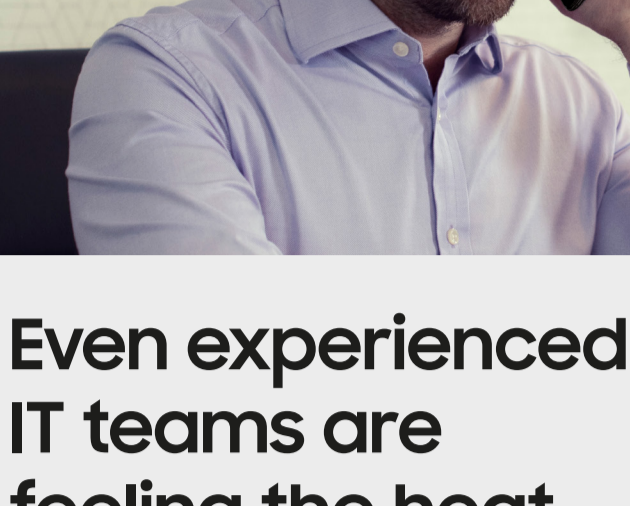
Even experienced IT teams are feeling the heat.

74% of IT professionals say they feel burnt out[1]

42% have seen an increase in helpdesk tickets[1]

They're also feeling bogged down.

**50%** or more of their time is spent in low-level admin tasks[2]

Many IT staff find they're caught up with smaller jobs or answering support requests—which takes them away from focusing on their digital transformation goals.

And with many companies having to meet the surging demand for remote working, IT teams are finding they don't always have the time—or expertise—to help people get set up with mobile devices.

Setting up for problems.

If businesses don't get their mobile fleets working efficiently, they could lose their competitive advantage. And if their devices don't have the right levels of protection, they could leave themselves open to security risks.

39% of companies reported cyber incidents in the last 12 months[3]
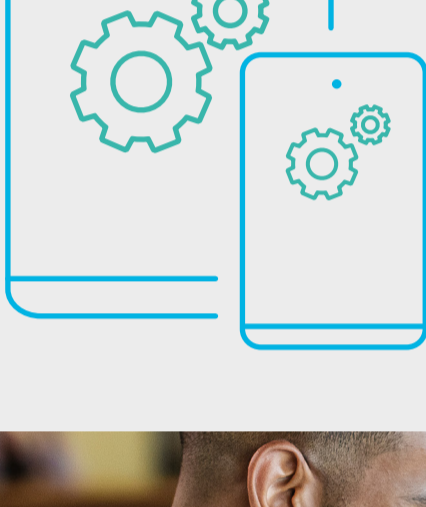
It doesn't have to be this way.

At Samsung, we understand the pressure your people are under. We know the complexities of deploying IT solutions, and how that time could be better spent on other valuable tasks.

That's why we created Quickstart Go—a unique package of support services that can be tailored to meet your individual needs.

Introducing Quickstart Go

With Quickstart Go we help you by setting up Knox Suite, to get your mobile devices up and running quickly and simply, and get the most out of them—all at no extra charge.

If you'd prefer a fully customisable version of this service, with more levels of support to choose from, you can opt for our Quickstart Go Plus* service. All you have to do is fill in a questionnaire and then we'll do all the hard work, so you don't have to.
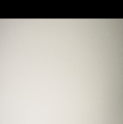
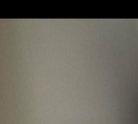### Once you're set up with Quickstart Go you can:
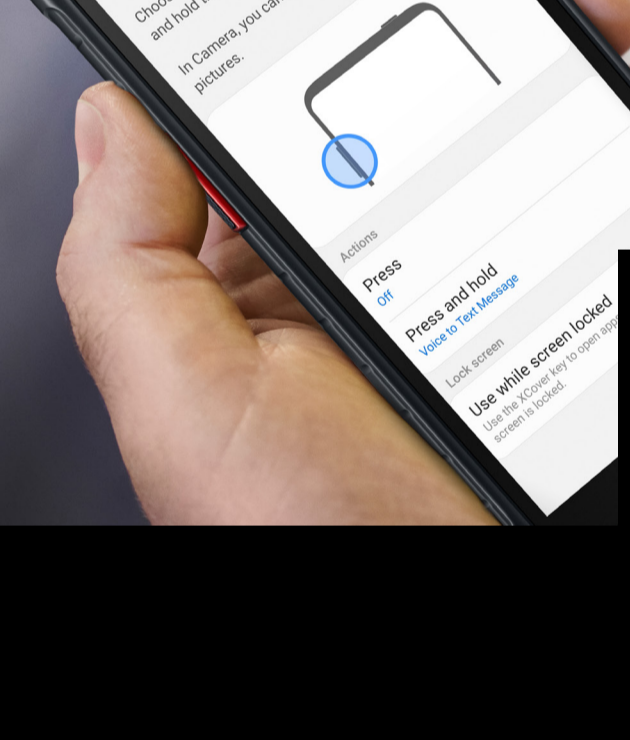
Prevent mistakes
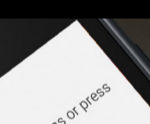
Secure your fleet

Access support

Configure devices

Speed up deployment

Quickstart for Walkie Talkie.

Do you have Microsoft Teams Walkie Talkie on your Rugged devices? Our separate Walkie Talkie Quickstart service will help you configure the button on your Samsung device so it can be used as a push-to-talk walkie-talkie button. Our experts perform end-to-end set up across multiple applications, for instant collaboration at the push of a button.

The personal touch.

As part of Quickstart, you get a dedicated Technical Consultant who'll set everything up for you, from start to finish, making sure you have everything you need.

> "Phil [our consultant] has gone above and beyond to help us and help get the required software and programs needed."
>
> Hayden Baxendale,
> Darnhall Primary School
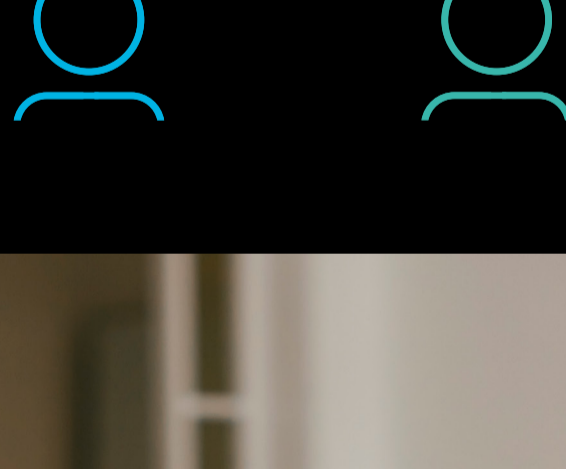
An extension of your team.

Nobody knows Samsung like we do. That's why we're perfectly placed to help. We want you to feel like we're part of your team—happy to share our expertise and answer any questions.

> "This project was ambitious in its nature and the first in our area, meaning available expertise was limited. However, with [Samsung's] guidance we have developed the skills to manage our devices and set up new additions in the future."
>
> Ryan Allen,
> Winsford High Street
> Community Primary School

The right service for you.

Whether you're a small business with limited or no IT staff, or a larger organisation battling to maintain an extensive mobile fleet, our adaptable Quickstart service can meet your needs.

> "What we were looking at from the outset was a business partnership, somebody that could be flexible but also adapt to our changes, and we found that in Samsung."
>
> Himesh Patel, Head of IT,
> Abellio Greater Anglia

Support as long as you need.

The end of your set-up project isn't the end of our partnership. We'll be on hand to help with questions or problems for as long as you need us. And with access to our Business Service Centre, your IT team has free, unlimited tech support whenever they need it.
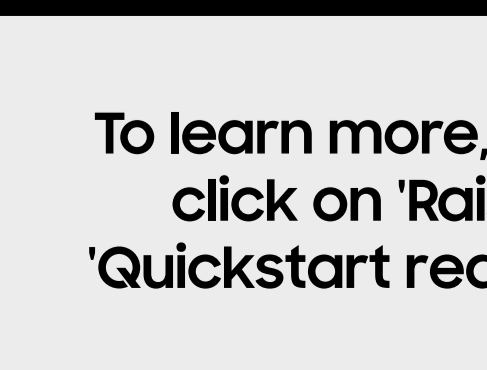
To learn more, visit our support page, click on 'Raise a case' and enter 'Quickstart request' in the subject line.

Contact us now

[1] https://www.atomio.org/resources/blog/5-signs-it-IT-help-desk/State-of-World-of-IT-Professionals.pdf
[2] https://spiceworks.com/...
[3] World CEO Cyber Readiness Report