



Essential Technical Support for SMB





Enterprise-level support without breaking the budget

According to the research group Gartner, over 65% of IT budgets go towards tasks that do nothing more than keep the lights on. Too often, we see small and medium businesses (SMBs) invest money in IT specialists who are distracted from their core jobs of innovation and helping develop capabilities that increase revenues or drive out costs for their companies.

Let us help. Samsung Essential Technical Support for SMB is uniquely designed to provide cost-effective support for Samsung's mobile and computer devices. We are often called upon to augment your in-house IT staff and resolve issues before they disrupt your business.

Whether you're troubleshooting, preparing for a new rollout of devices, or looking to use Samsung phones, tablets, and wearables in new and innovative ways, Samsung is here to support you.






Advantages for Essential Tech Support for SMB

			
<p>Removing the guesswork</p> <p>You will have access to a team of experts that can troubleshoot whatever issues you are having. No more working at reduced capacity due to technological restraints.</p>	<p>All Devices are covered</p> <p>From mobile devices, to tablets, and PC/Chromebook's we have the experts to keep you up and running.</p>	<p>Accelerated IT Response Times</p> <p>When your IT team or managed IT services provider isn't able to resolve issues promptly due to a lack of tools, expertise, or time, employees become frustrated, and productivity declines.</p>	<p>Virtual Onboarding</p> <p>A Samsung representative will schedule an online session to go over all of the features and answer your initial questions about the service and demonstrate the online portal.</p>

Samsung Essential Technical Support for SMB is perfect for our customers that only need occasional help.

With 10 support requests, any company, no matter big or small, can now have access to our world-class services.

Key Features for Essential Tech Support for SMB

				
<p>Affordable for all business sizes</p> <p>Our Essential Technical Support is priced to fit any budget with comparable support as our premium offerings.</p>	<p>Buy only what you need</p> <p>You are entitled to 10 incident tickets per year with the option to buy as much as needed.</p>	<p>We've got you covered. Stay productive!</p> <p>Receive Essential Technical Support for all Samsung business devices anywhere with a single plan.</p>	<p>Initial Response Time for Urgent Issues</p> <p>Available 12x5, receive 4 hours or less response time for severity-1 issues.</p>	<p>Limited to companies with 1,000 employees or less</p> <p>With limited IT budgets and staff our program is ideal for your small or medium sized business.</p>


Enterprise Technical Support	Essential Technical Support for SMB	Advanced Technical Support	Elite Technical Support	Elite Multinational Technical Support
Access to Tier-3 experts				
Named callers	2	2 ¹	6 ¹ U.S. Only	12 ¹
Supported locations	Single	Single	US based callers	Multiple Countries
Support requests	10	Unlimited	Unlimited	Unlimited
Phone, Portal, Email support	✓	✓	✓	✓
Operation hours (severity 1) 4)	12 x 5	12 x 5	24 x 7	24 x 7
Operation hours (severity 2,3,4) 4)	12 x 5	12 x 5	12 x 5	12 x 5
Troubleshooting lab	✓	✓	✓	✓
Response charter (Initial response time)				
Severity 1	4 business hours	2 business hours	1 hour	1 hour
Severity 2	8 business hours	4 business hours	2 business hours	2 business hours
Severity 3	48 business hours	12 business hours	12 business hours	12 business hours
Severity 4	72 business hours	24 business hours	24 business hours	24 business hours
Security				
Samsung vulnerability communication service	✓	✓	✓	✓
Technicians training				
Online technical training	✓	✓	✓	✓
Support account management				
Designated support account manager			✓ ²	✓ ²
Consumer on-boarding				
Scheduled kick-off / business review	✓	✓	✓	✓
Reporting				
Incident status reporting (web based)	✓	✓	✓	✓
Quarterly written activity report			✓	✓
Regular teleconference review			✓	✓
Support coverage				
Troubleshooting hardware	✓	✓	✓	✓
OS tech support	✓	✓	✓	✓
Samsung branded preloaded apps / SW	✓	✓	✓	✓
Samsung Enterprise Solution (Knox, E-FOTA)	✓	✓	✓	✓
EMM/MDM interoperability	✓	✓	✓	✓
Collaborative support for enterprise applications	✓	✓	✓	✓
SKUs				
1 Year (12 Months)	MI-SBTCEWWSM1	MI-OVCPAA	MI-OVCPAB	MI-OVCPAB1/REG
2 Years (24 Months)	MI-SBTCEWWSM2	MI-OVCPAA2	MI-OVCPAB2	MI-OVCPAB2/REG
3 Years (36 Months)	MI-SBTCEWWSM3	MI-OVCPAA3	MI-OVCPAB3	MI-OVCPAB3/REG
Additional Named Callers (2)	N/A	MI-OVCSA1	MI-OVCSA1	MI-OVCSA1

1) Expandable with Additional Named Caller Option

2) Expandable with Additional SAM (Support Account Manager) Option

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Sales Support samsungknox.com/en/samsung-care-plus#get-started-section

Product Support 1-866-SAM4BIZ **Follow Us**  youtube.com/samsungbizusa  [@SamsungBizUSA](https://twitter.com/SamsungBizUSA)

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Accidental damage is considered to be any unforeseeable and unintentional physical damage that occurs due to handling errors, liquid or external events at a defined place and time, which stops the product working normally, meaning its usability or safety is affected. Labor-only coverage for mechanical electrical breakdown is covered from the date of purchase. Both parts and labor costs are covered after the manufacturer's warranty expires through the plan term. Plans are sold based on MSRP or price end-user paid, whichever is less. Total term includes one year of standard limited warranty. Product may be replaced with a new or remanufactured product of similar features and functionality if it cannot be repaired, the cost of repair exceeds the original purchase price, or parts are no longer available. In all states, the Obligor of the Samsung Care+ for Business program is Northcoast Warranty Services, Inc. Refer to the service contract for complete details, including limitations, exclusions and provider information.