

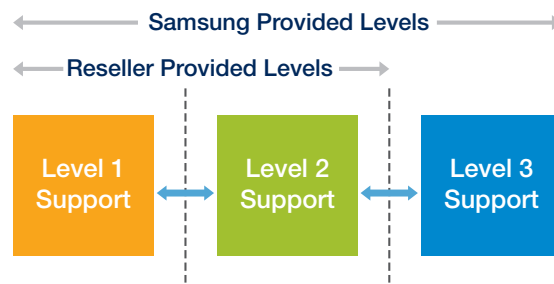
Samsung KNOX

Samsung KNOX Reseller Support: Choices in Customer Support Programs



Providing exceptional customer support is an important goal for Samsung KNOX. Samsung KNOX offers two reseller support levels that deliver complete, responsive and high quality services. This gives reseller the flexibility to choose the level of support that best suits their customers' needs. Resellers can choose to offer Level 1 Support only, both Level 1 and 2 Support, or have Samsung provide support for their customers. Both reseller-provided support options offer substantial value to your company and customers.

Samsung KNOX and Reseller Provided Customer Support



Customer Support Levels

Customer Support Level 1
Provide self-help repository: Samsung KNOX FAQs, discussion boards and Knowledge Base
Determine root cause of issue and delegate: IT, MDM, Samsung KNOX
Customer education
Respond to customer inquiries related to device configuration, use and device deactivation
Determine the severity of the issue as defined in the severity table
Customer Support Level 2
Provide advanced troubleshooting of Samsung KNOX related issues
Determine root cause of issue
Reproduce the issue
Customer Support Level 3 (Provided by Samsung KNOX only)
Provide Samsung KNOX code fixes and maintenance releases

Customers can Access Samsung KNOX Technical Support



24/7 Support via Support Portal
 Knowledge Base articles
 Case submissions & tracking



Reseller Pricing

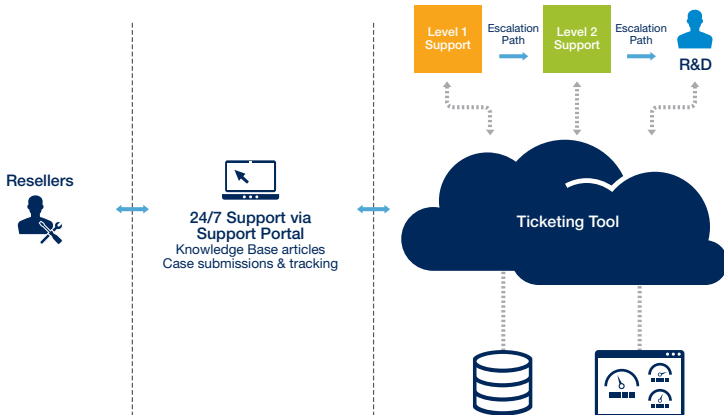
Maintenance (USD per seat)*	MSRP	Invoice price		
		Samsung provides Level 1 & 2	Reseller provides Level 1 Samsung provides Level 2	Reseller provides Level 1 & 2
Monthly	\$.60	\$.60	\$.20	\$ 0.0
Yearly	\$ 7.20	\$ 7.20	\$ 2.40	\$ 0.0

*Prices are in USD, exclusive tax, shipping fees and insurance. Prices are based on per seat, the number of users' accessible devices. Maintenance fee is based on the total software license purchase amount, and both Level 1 & 2 should be purchased by end customer mandatorily.

Key Benefits of Samsung KNOX Reseller Support

- Online case submission and customer ticket tracking through the Samsung KNOX Support Portal
- Samsung KNOX Support Training for Level 1 & 2 Support
- Assistance with escalated customer issues and technical questions
- FAQs, articles, Knowledge Base and troubleshooting guides
- Regular reviews with Samsung KNOX on the state of escalated issues
- Samsung KNOX code fixes and maintenance releases

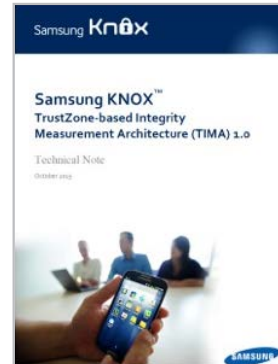
Reseller Access to Samsung KNOX Technical Support Portal



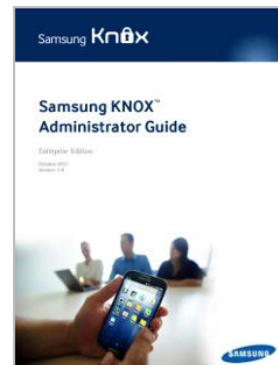
Samsung KNOX Support Resources



KNOX Simulator



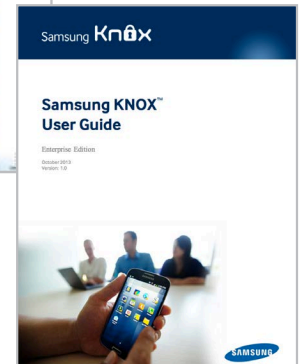
Technical Notes



Training Materials



Troubleshooting Guides



Enterprise User Guide



Support Portal



Support Ticket



Knowledge Base

