

# **Introduction to** **Samsung's Professional Services**

**Samsung R&D UK**

# Professional Services

## ❑ What is it and Why?

- Samsung's premium technical enablement services to help customers reach their enterprise mobility goals
- Additional Service Revenue stream not only for local sales teams, but also channel partners
- Proven demand in market - General technical issues risen from incorrect initial setup and installation
- Setup and installation of Knox products and EMM services by Samsung Knox R&D engineers
- Perfect service to bundle with Knox Suite and Enterprise Edition device sales

## ❑ [Offering 1] Knox installation service

- Best practice on-boarding of ALL Knox products: Knox Configure, KME, Knox E-FOTA, Knox Manage and KPE/KSP

## ❑ [Offering 2] EMM migration service

- Migration setup between EMM platforms on Samsung Android devices
- Analysis of environment needs and expert setup of destination platforms
  - 4 major EMMs supported: Knox Manage, Microsoft Intune, VMWare Airwatch and MobileIron

## ❑ [Offering 3] Knox API integration support service

- Enhanced consultation and support of customers integrating Samsung Knox API's with their systems
  - KME Customer APIs, KDP Resellers APIs and KC APIs

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Note:

- Days may vary depending on customer requirements
- Bracketed numbers (#) indicate the maximum quantity configured

## Knox Installation Service (Min. 1/2 days)

- Statement of Work
- Full admin walkthrough
- Admin account creation (3)
- Admin role creation (2)
- Knox installation service documentation
- Full demo on device(s) (5)
- Register Knox license(s)
- Base configuration of Knox services
- Confirm reseller registration and device availability



Knox E-FOTA
Register reseller or bulk upload (1)
Create a standard starter campaign (1)
Configure EMM Sync

Knox Manage
Create/add users (AD or Bulk Upload) (1)
Create organisation (1)
Setup Managed Google Play for AE
Create device management profile (1)
Device enrolment (3)
Create corporate email profile (1)

Knox Mobile Enrolment
Create EMM profile and link chosen EMM (1)
Assign profile to devices
Enrol devices (1)

Knox Platform for Enterprise
Add KSP app via Managed Google Play
Configure basic device restrictions via KSP

Knox Configure
Create basic profile (1)
Create boot animation/logo and sound (1)

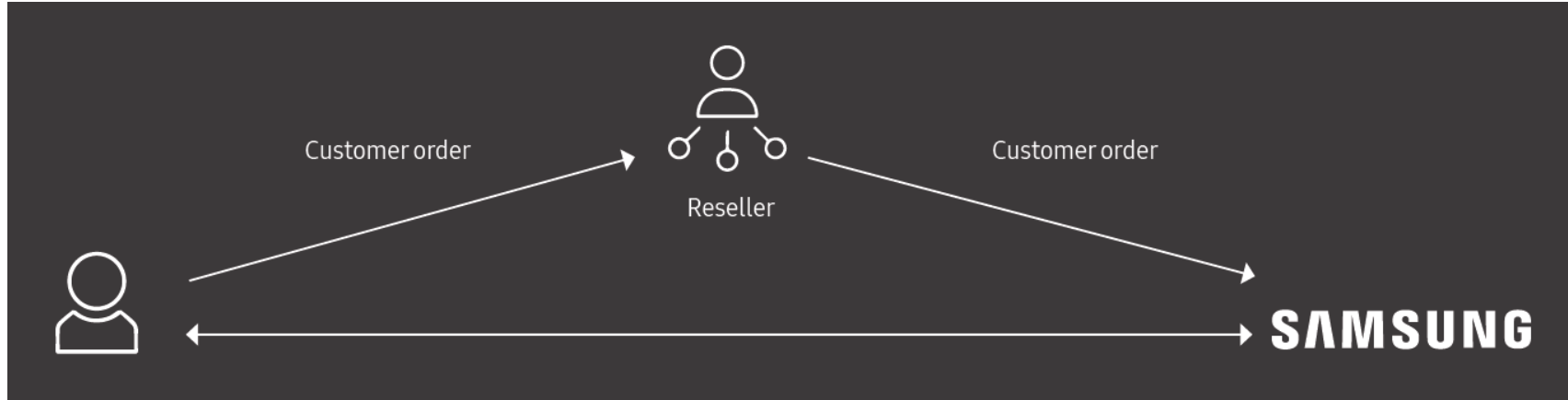
## EMM Migration Service (Min. 3 days)

- Discovery of current environment
- Design proposal
- Migration Options
- Provision new Platform
- Migration of Accounts and Devices
- Migration Setup Validation & Handover

## Knox API Integration Support Service (Min. 3 days)

- Knox Mobile Enrollment (KME) Customer API (v2.0)
- Knox Deployment Program (KDP) Reseller APIs (v2.0)
- Integration Consultation
- Integration Support
- Service Validation & Handover

# Professional Services



- Requirement gathering form is sent to the customer to confirm current state and service requirements

- Samsung contracts customer to validate all requirements and confirm the number of days required to deliver service

- Detailed summary of tasks to be agreed between Samsung and customer which will be signed off to initiate the project

- Set of tasks must be completed by the customer before Samsung delivers the service

- Samsung delivers the service on the agreed date and the customer signs off the work provided

- Training and detailed handover documents will be issued for the services delivered

**The End**

**Thank You**