

SAMSUNG Enterprise Technical Support Professional Services Guide

Knox Product Introduction
Knox Onboarding
EMM Migration to Knox Manage
Quarterly Product Update

	2024	2025
5		
	\$27.6	\$28.2
	\$21.7	\$22.8
	\$11.2	\$13.5
	\$1.2	\$1.4
	\$0.9	\$1.1
2	\$0.2	\$0.4

Professional Services Guide
Appendix to ETS Service Guide V5.9
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1 Glossary

ETS	Enterprise Technical Support
EMM	Enterprise Mobility Management
RTAM	Regional Technical Account Managers
SAM	Support Account Manager
AE	Android Enterprise
KM	Knox Manage
MDM	Mobile Device Management
MVP	Minimum Viable Product
PoC	Proof of Concept

2 Professional Services Introduction

Professional Services Overview

This document supplements and expands on the Samsung Enterprise Technical Support offering and defines the following services:

- Knox Product Introduction Service
- Knox Onboarding Service
- EMM Migration to Knox Manage Service
- Quarterly Product Update Service

The common features in all of the products offered are access to information, knowledge enhancement, consultancy, and support in implementing Knox products.

The SAM, together with with the customer and RTAM, will work on the Specialized Services scope. Implementation will take place with the support of the RTAM.

Professional Services Flow

The following is a process flow for ETS clients ordering consulting services, illustrating the suggested order of service provision derived from the prerequisites for implementation.

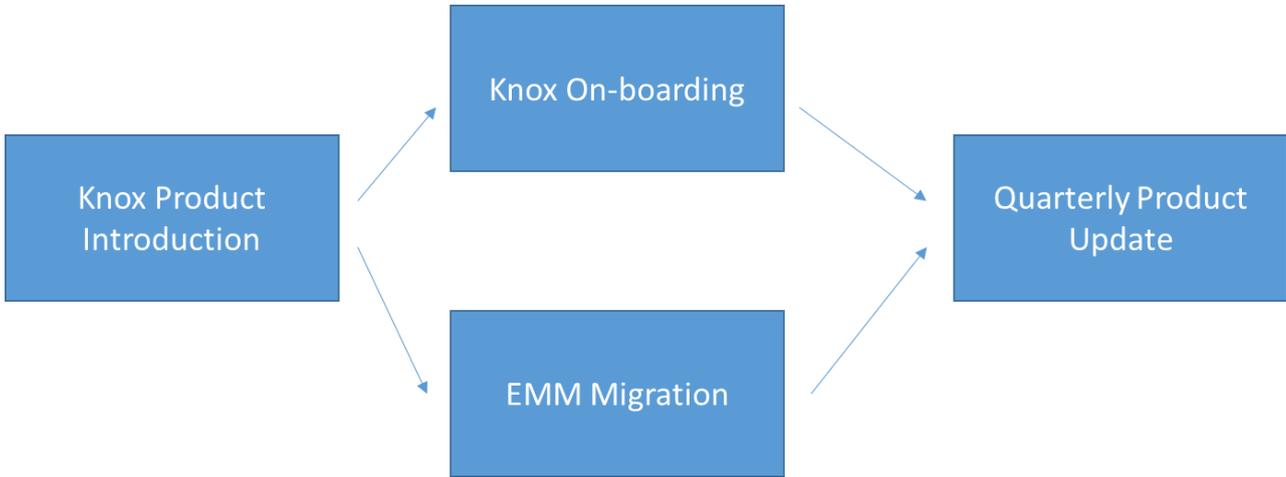


Figure 1 Professional Services flow

Professional Services Delivery Method

Professional Services will be delivered in English on-line with the option for on-site training on a case by case basis.

The preferred delivery method of each service is indicated in the following table:

Service	On-line	On-site
Knox Product Introduction	standard	on case by case basis
Knox Onboarding	standard	on case by case basis
EMM Migration to Knox Manage	standard	on case by case basis
Quarterly Product Update	standard	on case by case basis

Professional Services Duration and Frequency Restrictions

The following are limitations in terms of time and frequency for each service:

Service	Frequency	Duration
Knox Product Introduction	One-time service	0.5 day (4h max)

	(per product)	
Knox Onboarding	One-time service (per product)	1 day (8h max)
EMM Migration to Knox Manage	One-time service	3 days (24h max)
Quarterly Product Update	4 times per year	0.5 day (4h max)

3 Knox Product Introduction

Knox Product Introduction Overview

The Knox product portfolio is regularly updated in order to meet customer needs. Existing products are being updated and new solutions introduced. A dedicated SAM presents new solutions as part of ongoing ETS customer care. Dedicated introductory sessions on products will be offered based on customer interest.

A survey conducted by the SAM will precede the meeting with an RTAM. The purpose of the study is to clarify the customer's needs in order to tailor the product presentation accordingly.

The SAM will schedule a meeting with the customer while the RTAM will conduct the session with SAM's participation to ensure that the meeting's stated objectives are met.

Service Recipient

ETS customer wishing to learn about the new Knox product in the context of named business needs

Goal

Provide essential product knowledge and share use cases related to specific customer verticals in order to address the customer's need

Prerequisites & Requirements

- A short customer survey is to be filled out by the customer or SAM in order to learn about customer details, needs, and current infrastructure
- English speaking audience

Scope of the Service

- Customer Survey to discover current needs and use cases
- On-demand dedicated Knox product training (max. four hours)
 - o Product introduction
 - o Hands-on/demo session
 - o Dedicated best practice use cases
 - o Q&A and discussion about specific customer use cases

4 Knox Onboarding

Knox Onboarding Overview

KNOX Product Onboarding is dedicated to ETS customers who, after familiarizing themselves with the selected product as part of the Product Introduction Service, decide to take the next step - conducting a POC or actual implementation.

As a preliminary condition, the SAM will conduct an advanced survey with the customer and review it together with the RTAM and the customer. The survey will contain the definition of the scope of implementation and assistance.

Based on the survey result, the SAM will arrange a meeting with the customer in which an RTAM (optionally with the ETS Lab administrator) discusses the field.

Assumptions: All migration tasks are performed by the customer, and the service is limited to consultation and assistance as part of the predefined MVP range.

Onboarding the product is a vast and complex project, the scope of which is unknown and dependent on the conditions of every customer. Therefore, the support service has a predetermined scope and serves to develop a standard of implementing and sharing the best practice with customer.

Service Recipient

ETS customer wishing to start using the new Knox product

Goal

Train customer's IT Administrator to prepare to on-board the Knox solution and maintain it, including device enrollment, user setup, basic policies setup, dedicated advance policies, selected use cases setup, troubleshooting, and best practices utilization.

Prerequisites & Requirements

- Knox Product Introduction and basic knowledge about Android and Android Enterprise
- In-depth survey completed by customer in order for Samsung to learn about customer details, use case, and current infrastructure
- English-speaking IT admins
- Knox account, licenses, device
- Authorized customer representative

Scope of the Service

- In-depth customer survey to determine the needs and agree on use cases
- On-demand dedicated Knox product on-boarding training and assistance (max. eight hours)
 - o Console navigation
 - o Managing users and licenses
 - o Device enrollment
 - o Basic policies
 - o Advanced policies (based on customer use case)

- Troubleshooting and post-sales support
- Q&A cases

Pre-onboarding Analysis

Discovery of Current Environment

The SAM will support the customer in analyzing selected new or existing functional needs reflected in configuration, principles, and policies in the existing environment.

The goal is to obtain an accurate understanding of all potential risks involved or improvements that should be introduced in the configuration of the new product.

The initial analysis concludes with the report which is to be reviewed by both sides.

The SAM and RTAM will review the report together with the customer before deciding what functions and settings are to be implemented to the new platform. The scope will be defined as MVP.

This report will emphasize risks, and recommendations will be issued to ensure the proposed changes are aligned with the best practices.

The customer is advised to use this time to identify redundant settings or devices in order to ensure a clean environment.

Design Proposal

Following the discovery phase the recommended configurations will be added to a MVP Statement of Work, which the customer will sign off on as a confirmation of acceptance of the proposed solution.

Onboarding

Provisioning New Platform

Once there is mutual consent between the parties on which configurations are to be implemented, availability of the environment and the implementation team must be ensured during the agreed service time.

The customer will document the configurations produced under MVP following the guidelines and RTAM's comments in order to enhance potential problem solving in the future.

Accounts and Devices as Part of the Implementation

RTAM will work together with the customer to decide on implementing and choosing the right accounts and devices for the target platform.

This will include the number of migration parties, party sizes, and a test plan to follow.

During this process, the customer, supported by RTAM, will configure a minimal agreed number of devices to ensure best practices for further independent implementation on customer side.

Setup Validation and Handover

Setup Validation

After configuring the environment, RTAM will provide support with the correct migration of the minimum number of devices agreed upon for MVP. RTAM will also assist and support the final tests to enable the customer to continue migrating any remaining devices.

Handover Pack

The SAM will regularly document all aspects of the onboarding service to ensure that the customer is aware and fully understands all details upon completion of the service.

As part of the final transfer of services, the customer will receive the following:

- Final Statement of Work
- Final configuration and approval
- Future support information and guidance

5 EMM Migration to Knox Manage

EMM migration to Knox Manage Overview

EMM Migration to Knox Manage is part of the Knox Onboarding Service and a case of the implementation of EMM de novo. As part of this service, the assumption of the KNOX Onboarding Service applies.

RTAM will help the customer with the Knox Manage configuration in order to help facilitate the implementation of EMM de novo or support the migration from an EMM platform to Knox Manage.

As an initial condition, SAM will survey the customer and share the results with RTAM. The survey will contain the main points for discussion purposes.

Based on the survey, SAM will arrange a meeting with the customer in which an RTAM (optionally with the ETS Lab administrator) discusses the field.

Assumptions: All migration tasks are performed by the customer, and the service is limited to consultation and assistance as part of the predefined MVP range.

EMM migration is an extensive and complex project, the scope of which is unknown and dependent on the conditions of each customer.

Therefore, the support service has a predetermined range.

Service Recipient

ETS customer who wants to migrate from existing MDM to Knox Manage or implement Knox Manage without prior MDM usage.

Goal

Support Customer's IT admin to migrate from their legacy MDM to Knox Manage or support Knox Manage de novo. Train customer's IT Admin to on-board to Knox Manage and maintain the solution, including device enrollment, user setup, basic policies setup, dedicated advance policies, and use cases setup, troubleshooting, and best practices utilization.

Prerequisites & Requirements

- Knox Product Introduction and basic knowledge of Android and Android Enterprise (AE)
- Survey completed by customer to define customer details, use case and current infrastructure, user management, policies, and integration with 3rd party IT solutions
- English-speaking IT admins
- Knox account, licenses, device
- Authorized customer representative

Scope of the Service

- Customer survey to discover details of the current setup and use cases
- Evaluation of current setup vs. Knox Manage capabilities with business recommendations
- Consultation on how to migrate EMM policies/configuration to Knox Manage excluding 3rd party components integration
- Knox Manage On-boarding training
- Hands-on support during migration (max. three working days)

Pre-migration analysis

Discovery of Current Environment

The SAM will support the customer in analyzing selected new or existing functional needs reflected in configuration, principles, and policies in the existing environment.

The goal is to obtain an accurate understanding of all potential risks involved or improvements that should be introduced in the configuration of the new EMM.

The initial analysis concludes with the report which is to be reviewed by both sides.

The SAM and RTAM will review the report together with the customer before deciding what functions and settings are to be migrated to the new platform. The scope will be defined as MVP.

This report will emphasize risks, and recommendations will be issued to ensure the proposed changes are aligned with the best practices.

The customer is advised to use this time to identify redundant settings or devices in order to ensure a clean environment is present post-migration.

Design Proposal

Following the discovery phase the recommended configurations will be added to a MVP Statement of Work, which the customer will sign off to clarify they accept the proposed solution.

Migration Limitations

In exceptional cases, in which recreating policies from the migrated EMM will not be possible, alternative solutions will be proposed - a workaround closest to the required solution.

In potential cases, the inability to reproduce the required foundation scenario, if it is not critical for the migration process, tasks will be proposed interchangeably under MVP.

Migrating to Knox Manage

Provisioning New Platform

After mutual agreement on what configurations are to be implemented, availability of the environment and the implementation team must be ensured during the agreed service time. The customer will document the configurations produced under MVP following the guidelines and RTAM's comments in order to enable more manageable way to solve potential problems in the future.

Accounts and Devices as Part of the Implementation

Samsung will work closely with the customer to decide on implementing and choosing the right accounts and devices for the target platform.

This will include the number of migration parties, party sizes, and a test plan to follow.

During this process, the customer, supported by RTAM, will configure a minimal agreed number of devices to ensure best practices for further independent implementation on customer side.

Migrations Setup Validation and Handover

Setup Validation

After configuring the environment, RTAM will provide support with the correct migration of the minimum number of devices agreed upon for MVP. RTAM will also assist and support the final tests to enable the customer to continue migrating any remaining devices.

Handover Pack

SAM will regularly document all aspects of the onboarding service to ensure that the customer is aware and fully understands all details upon completion of the service.

As part of the final transfer of services, the customer will receive the following:

- Final Statement of Work
- Final configuration and approval
- Future support information and guidance

6 Quarterly Product Update

Quarterly Product Update Overview

New Knox products releases are being introduced on a quarterly basis.. These include new features, fixed issues, and new possible use cases. As part of ongoing ETS customer care quarterly webinar sessions will be offered upon customer request. In addition, customers may request dedicated sessions to cover any other parts which were not covered in the quarterly webinar but would be useful for the customer.

A survey conducted by the SAM will precede the webinar with an optional dedicated session with the RTAM. The purpose of the study is to clarify the customer's needs in order to focus the product presentation on selected features and fixed issues.

SAM will share the date and time of the webinar with the customer, in which the RTAM will present recent product updates. In case of any additional dedicated session the SAM will schedule the meeting, and RTAM will conduct the session with SAM's participation to ensure that the meeting's stated objectives are met.

Service Recipient

ETS customers who would like to be updated on recent Knox product changes and are willing to share their feedback with the Knox Product Manager

Goal

Update customer on recent product changes and new features based on customer interest

Prerequisites & Requirements

- Initial customer survey filled by customer or SAM to gather customer details and expectations
- English speaking audience

Scope of the Service

- Customer survey to discover current details and expectations
- Quarterly webinars to share product updates including topics based on each customer's interest
- (Optional based on specific customer needs) Dedicated Product Update session (max. 4h)
 - o Sharing product update information including new features and fixed issues
 - o Sharing best practices and interesting use cases from customer's vertical
 - o Q&A and discussion about specific customer needs, and collecting VoC

7 Miscellaneous

Liability

Customer agrees that the service is limited to consultancy and assistance only. Support is provided according to the best knowledge of the consultants and market best practices. The consultants shall have no liability for the decisions made or the actions taken by the customer based on provided consultancy. It is advised to always verify the provided recommendations on a limited number of devices and users before applying any changes to a broader environment.