SAMSUNG

Knox Suite Setup Service

Knox Suite Setup Service Process

This Knox Suite Service Guide is designed to provide a detailed overview for Knox Suite service offering. Our goal is to assist you with the configuration of your individual Knox solutions under Knox Suite namely Knox Mobile Enrollment, Knox Manage, Knox E-FOTA and Knox Asset Intelligence. Discover the efficiency of having only one trusted mobile management partner to setup your Knox Suite environment.

Overview of Knox Suite Setup Service

This Service Guide describes the service you will receive for Knox Suite Setup service. The table below provides a general summary:

Knox Mobile Enrollment (KME) Activity

- Devices & Bulk Actions
- Reseller & Device Approvals
- MDM Profile Management
- Device Users
- Administrators & Roles

E-FOTA One Activity

- Develop an E-FOTA management strategy in conjunction with customer input to simplify Management of Firmware updates to devices.
- Determine the best way to register and enroll the devices to the Knox E-FOTA console
- Create & validate the deployment plan for the Knox E-FOTA client

- Work with Customer to create a campaign(s) to enable specific device models, devices, source & destination OSS
- Will work with Samsung FOTA teams to investigate and address any potential issues discovered during the engagement

Knox Manage Activity

- Administrative Account Creation and License Registration
- Review of Identify and Account Management
- Walkthrough of Remote Device Control
- Policy Creation
- Organization Based Administration
- Groups Based Administration
- Manual Device Enrollment
- Setup of Knox Management Enrollment
- Report Generation
- Application Management
- Configure Kiosk Mode
- Advanced Device Restrictions
- Setup Android Enterprise
- Active Directory Integration (If required)
- Exchange Email Integration (If required)

Knox Asset Intelligence Activity

- Device Enrollment
- Resellers
- Administrators & Roles
- Console Walkthrough

What to Purchase

Part Number: MI-OVPSAB2

To be Purchased With

Part Number: MI-KXKSSWWC210, MI-KXKSSWWC220, MI-KXKSSWWC230
Part Number: Yearly, 2-year, 3-year licenses respectively.

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Delivery

Samsung delivers the following:

- Field Engineer will interview Customer Mobile Engineering ("CME") and customer line of business teams to understand Line of Business ("LOBs") operating requirements
- Field Engineer will develop a management architecture in conjunction with customer input to simplify management of devices
- Field Engineer will work with CME to create & validate the deployment plan for the Knox Manage and E-FOTA clients
- Field Engineer will work with CME to integrate Knox Manage with Knox E-FOTA console
- Field Engineer will train CME's on console maintenance, update strategies for types of LOBs (knowledge worker vs delivery drivers)
- Field Engineer will train LOB admins previously determined by the CMEs on the Knox Mobile Enrollment, Knox Manage, and Knox E-FOTA administration
- Field Engineer will be available to support CME team on related issues during the production rollout and work with the customer to understand the defined support path for post deployment support.

Ordering Knox Suite Setup Service

Order the Knox Suite Setup service from your carrier or reseller, using part number (SKU).

The sale and performance of the Samsung Suite Services is governed by the Samsung Business Services Terms and Conditions located at **www.samsung.com/us/ business/services/samsung-business-services** the "Terms and Conditions"). All capitalized terms that are not defined in this Service Guide shall have the meaning ascribed to them in the Terms and Conditions. No pre-written terms of your purchase order will be binding on Samsung.
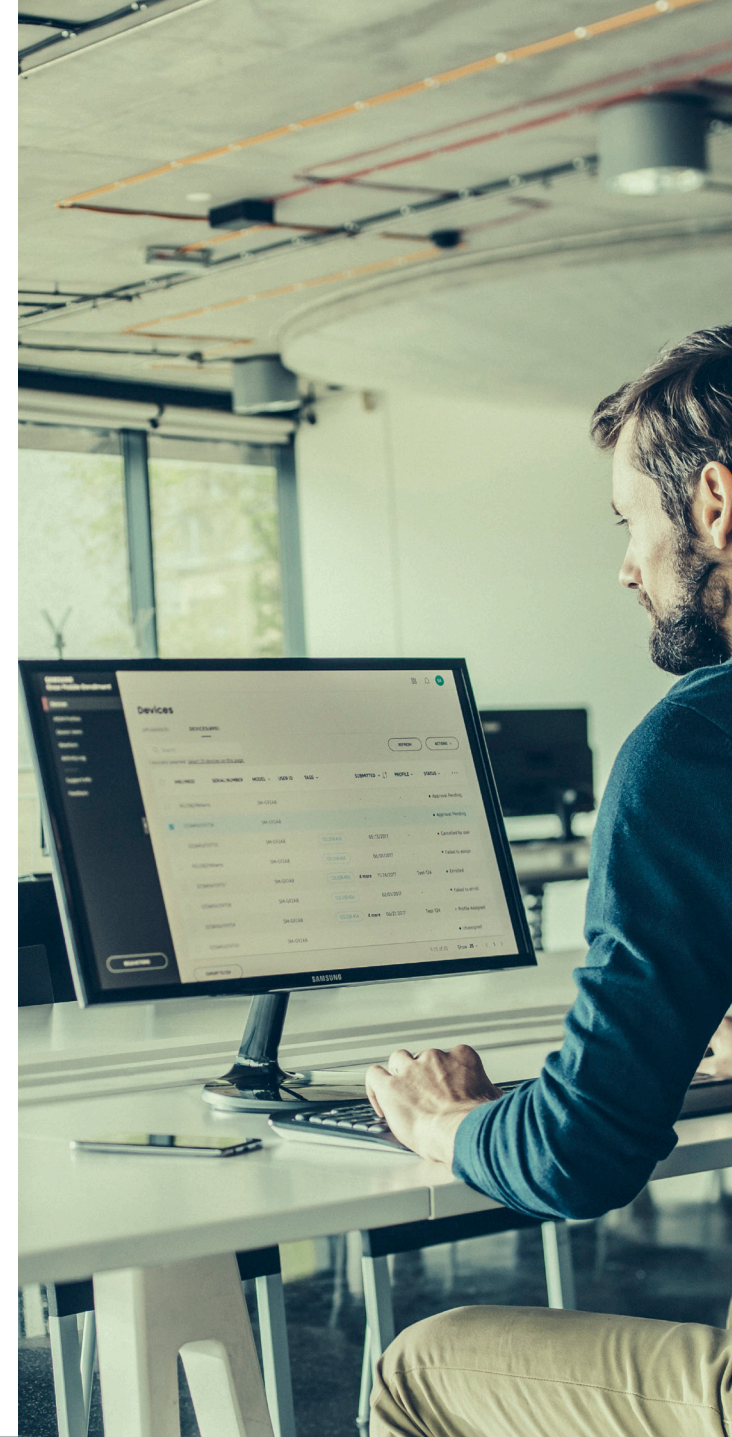
Confirmation of the Knox Suite Setup Order

Once Samsung has received your order confirmation our KNOX services team will contact you to initiate your service. Depending on your reseller, it can take up to 2-5 business days for Samsung to receive receipt of your order.

Knox Suite Setup can only be undertaken during normal business hours (8am-8pm ET.) The service is delivered remotely. If there is a big enough demand an onsite session can be done. T&E will be added to the price.

Support

After the 30 days of service support has expired customers will revert to the standard Samsung web-based product support. Customer also has the option to re-purchase this Knox Suite Setup Service or Purchase the Mobile Deployment Service, P/N MI-OVMTAA2 for broader mobile service needs.