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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.

Knox Suite Setup Service

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.
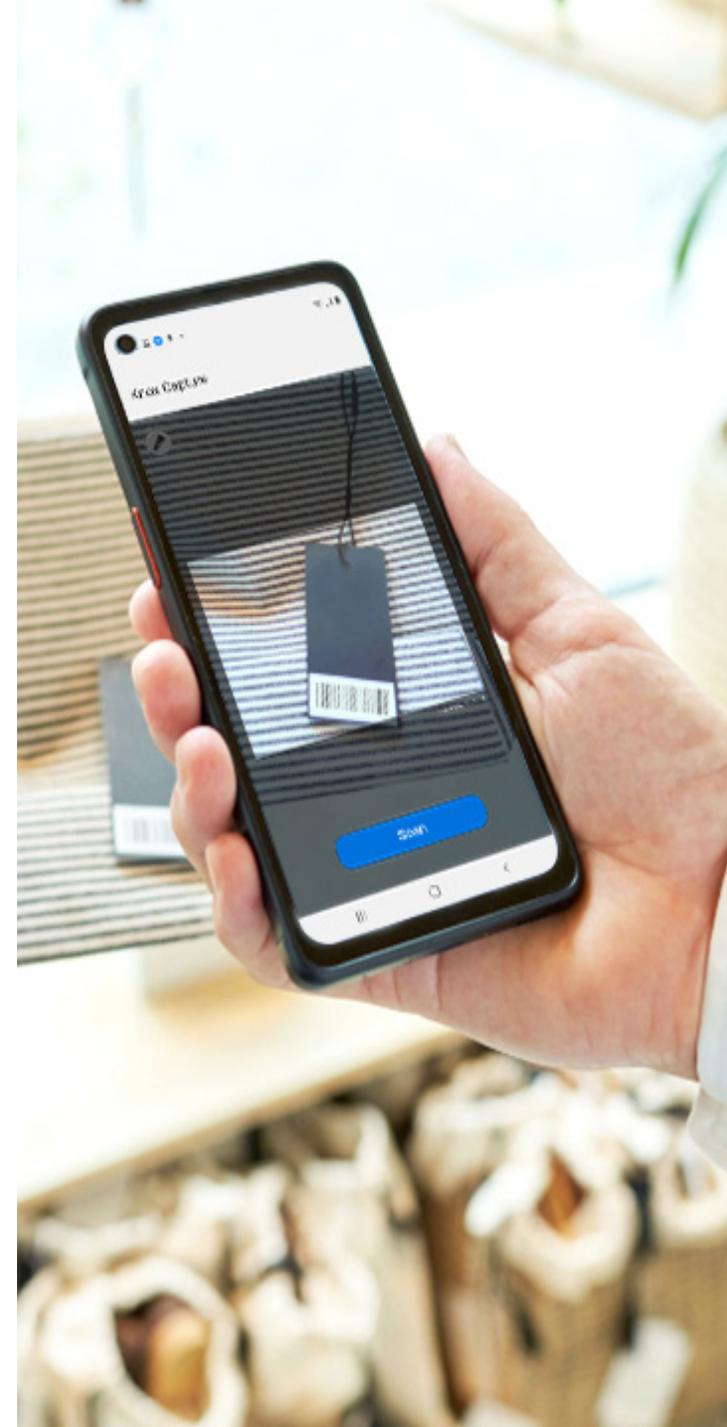
Take control of your mobile devices with Knox mobility management.

Take control and get going with QuickStart. Our experts get you started with Samsung's cloud-based management solution that lets you remotely manage, configure and deploy apps for your business' mobile devices. With Samsung Knox and our QuickStart Services, you can remotely control your mobile devices, deploy applications to your employees or implement a secure email and data partition. Let our experts help make managing mobility easy.

Tailored for Small and Medium Business

Mobile management the way you need it.
Samsung Knox Manage is a powerful tool that can help your business in so many ways. Our remote QuickStart Services experts will assess your needs and help deploy Knox to manage your mobility fleet efficiently and productively.

Saving time saves you money.
Thoroughly understanding and deploying any IT solution to achieve maximum benefit takes time. That's time you could be using to grow your business. Samsung QuickStart Services can speed deployment and help prevent time-consuming mistakes.

Our experts are here to help.
Our QuickStart Services experts can help you with as much technical expertise as you need. We'll walk you through the setup process, show you how to efficiently manage your devices, and help you and your business get the most from Knox Manage or Knox Configure.[1]

Contact Us: samsung.com/us/business-services

PEOPLE WHO GET IT®

Knox

Mobile management made easy.

What level of mobile management do you need? Our experts can help you decide if you need Application Control or Secure Control, to get the most out of your Knox solution.

- Application Control assists you in configuring Knox Manage to control devices, with features such as Remote Wipe, Remote Lock, and Locate your Device, as well as to manage/deploy applications and restrict device capabilities.

- Secure Control does all of the above but adds enhanced security and integration with your existing infrastructure, such as Active Directory and Exchange email servers.

- Configure Deploy assists in the setup and configuration of a Knox Configure profile to customize a device to your specific needs.

More detailed descriptions can be found at **samsung.com/us/KnoxPremiumQuickStartGuide**

Samsung Solution	Knox Manage[1]	Knox Manage[1]	Knox Configure[1]
Activity	Application Control PART NO. MI-OVCPK2	Secure Control PART NO. MI-OVCPK3	Deploy PART NO. MI-OVKPS01
Samsung Knox Account Creation	●	●	●
User Portal Access, Support Guide and Tools Walkthrough	●	●	●
Administrative Account Creation and License Registration	●	●	●
Review of Identify and Account Management	●	●	
Walkthrough of Remote Device Control	●	●	
Policy Creation	6 Policies	10 Policies	
Organization- (Role-) Based Administration	4 Organizations	8 Organizations	
Groups- (User-) Based Administration	4 Groups	8 Groups	
Manual Device Enrollment	●	●	
Setup of Knox Management Enrollment	●	●	
Report Generation	2 Reports	4 Reports	
Application Management	●	●	
Configure Kiosk Mode	●	●	
Advanced Device Restrictions	●	●	
3rd Party Device (Policies, Deployment, APNS Certificate Creation)	●	●	
Secure Container Integration (Knox or Android Enterprise)		●	
Active Directory Integration		●	
Exchange Email Integration		●	
Certificate-Based Authentication		●	
Knox Configure Portal Walkthrough			●
Review of Configure Capabilities and Profile Definition			●
Initial Device Registration and Profile Deployment Using Knox Configure			●
Knox Configure Profile Testing and Validation			●
Follow-Up Review of Knox Configure Implementation Within 30 Days			●

Knox QuickStarts for mobility management can also be used in conjunction with Knox Configure QuickStarts.

Custom deployment services.

Samsung QuickStart Services are limited to configurations of fewer than 500 devices and a maximum of 8 user/administration groups. If you have specific requirements beyond those provided by QuickStart Services, including integration with third-party solutions, please contact your partner or your carrier, or call 866 SAM-4-BIZ.

Learn More	samsung.com/business insights.samsung.com
Product Support	1-866-SAM4BIZ
Follow Us	▶ youtube.com/samsungbizusa 🐦 @SamsungBizUSA

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[1]Knox product licenses are not included with Knox QuickStart Services and should be purchased separately.

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Knox Capture Setup Service

Knox Capture Setup Service Process

Knox Capture Setup Service is a onetime remote setup service that assists you in setting up Knox Capture to customize the camera based scan configurations to your specific needs. A Samsung Engineer will determine your configuration requirements, then remotely walk you or your assigned administrator through the configuration of Knox Capture and provide instructions on how to deploy.

Overview of Knox Capture Setup Service

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

Activity
- Create a scanning profile
- Select apps and activities
- Configure the scanner
- Set keystroke output rules
- Test apps in your configuration
- Share your configuration
- Deploy Knox Capture with EMM
- Set Camera Scan Trigger

What to Purchase
Part Number: MI-OVCPK1

To be Purchased With

Part Number: MI-KXKPRWWC210
Knox Capture: Scandit Edition

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 work with CME to create & validate the deployment plan for Knox Capture configuration

- Field Engineer will work with CME to integrate EMM with Knox Capture policies (*depends on EMM support)

- 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 Capture administration

- Field Engineer will work with Customer to create a profile specific to their device models and application

- Field Engineer will work with the CMEs to test & validate devices can perform required Knox Capture steps against the customers configuration

- Field Engineer will be available to support Knox Capture related issues during the production rollout and work with the customer to understand the defined support path for post deployment support

- Field Engineer will work with Samsung Capture teams to investigate and address any potential issues discovered during the engagement
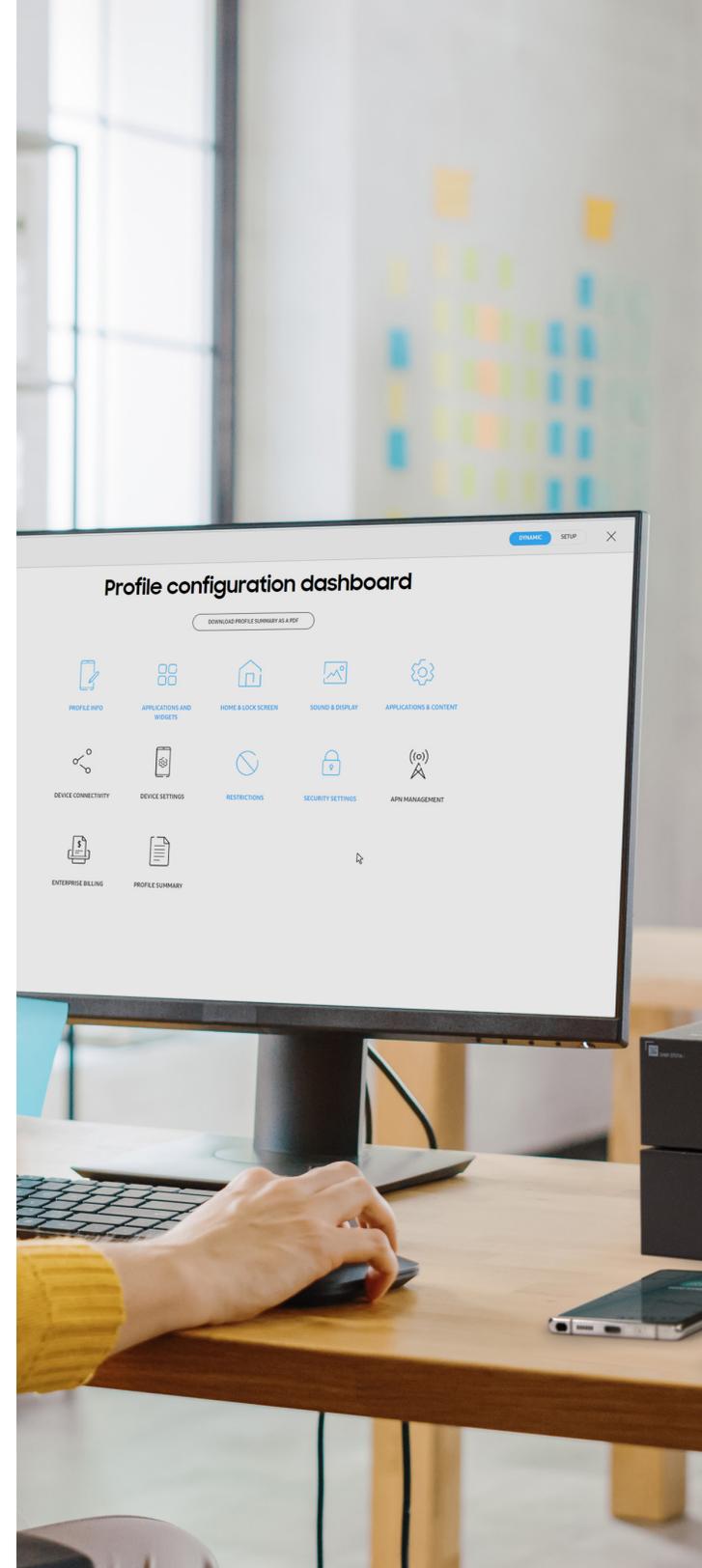
Knox Capture Setup Service

Ordering Knox Capture Setup Service

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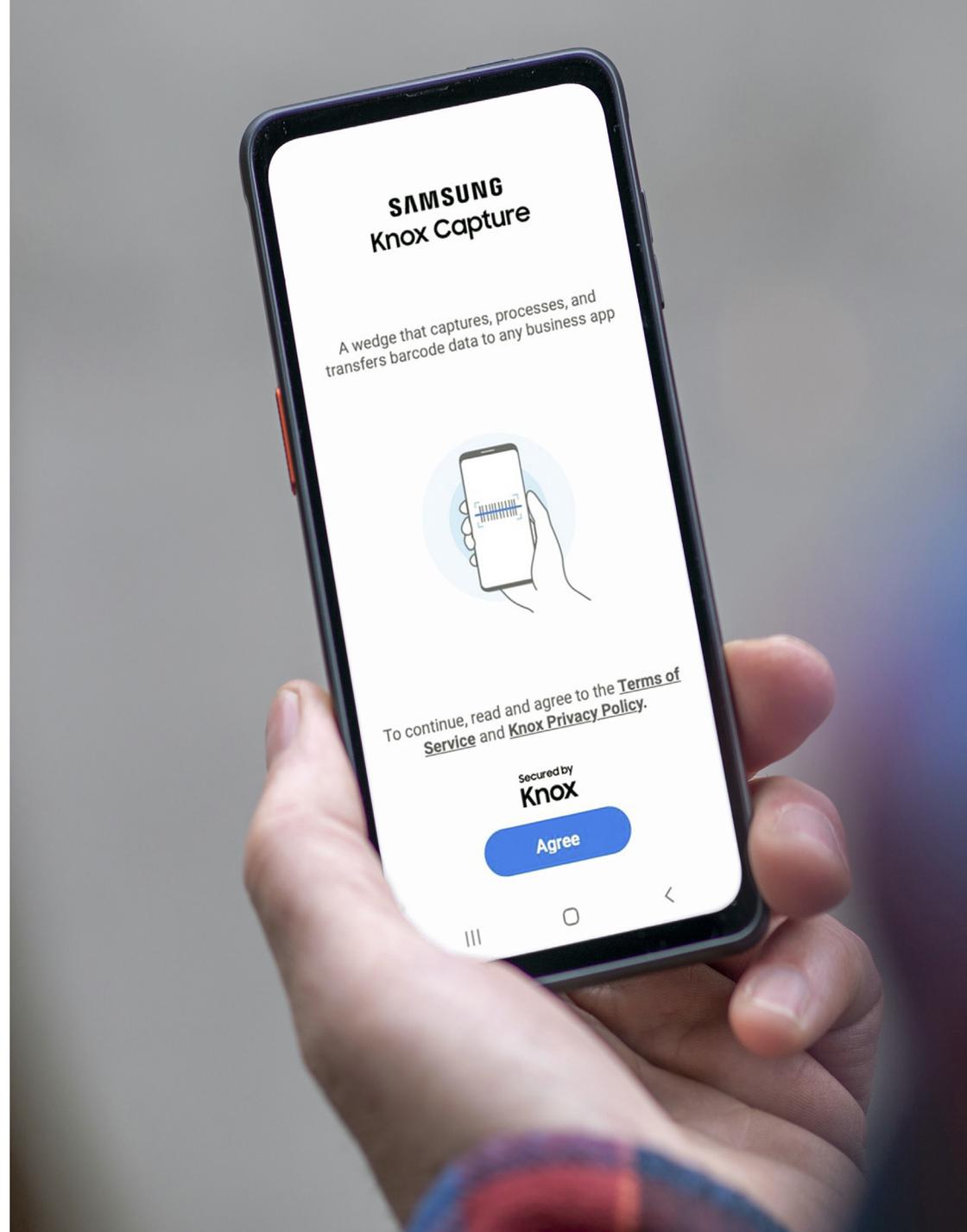
Confirmation of the Knox Capture Setup Order

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.

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Support

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