

Samsung NZ Enterprise Service

Monitors, Thin Clients, LFD

Compiled by Enterprise Service Manager
July 2020
Ver 0.3

Support and maintenance

Support services provided by Samsung New Zealand through their National service centre network are:

- Hardware diagnosis, service and repair
- Provisioning of Spare parts
- Service and reverse Logistics
- Return and DOA devices/parts services
- Technical support through Samsung NZ, and Regional Teams
- Access to Service Manager for escalations
- Warranty Management

Contracts are signed and maintained through a service evaluation process by the Samsung Service Network Management team. Service centre evaluations are performed every 6 Months for the Auckland & Wellington regions and yearly/bi-yearly for centres in other regions, dependent on volumes. Centres have KPI/SLAs that are reviewed monthly and quarterly where they are paid an incentive based on meeting or exceeding these targets. They may also be penalized for low performance levels.

All Samsung authorised service centres need to successfully progress through an on boarding programme which assesses the company's capabilities, financial position, people, processes and systems, and how the centre can add value to the current Samsung service network.

Warranty

Monitors, thin clients and LFDs have a 3 year manufacturer warranty. This warranty is inclusive of; Replacement parts, Labour and Transportation or Freight cost.

This is a Hardware Break fix warranty and does not include removal or re-installation of unit from walls, ceiling or with which product may have been integrated. In case the unit would be deemed unrepairable, Samsung reserves the right to replace the panel for a new one or a similar comparable model.

For additional warranty information, this can be found at
<http://www.samsung.com/nz/support/warranty/>

Enterprise support

Enterprise Service support can be accessed through one of the following support channels;



- Toll free phone support will use commercially reasonable effort to resolve your queries.
 - a) **0800 SAMSUNG (726 786)** select option 2 for Enterprise first line of support 24 x 7
 - b) **0800 453 727** for Software solution support (Lynk Reach / Magic Info)
- Service Partners have access to a support channel where they can find knowledge base articles on Samsung Products.
Register at <https://www.samsung.com/nz/business/step/> to become a Service Partner.
- Samsung email request. (response time is within 1 business day)
 - a) General Support - <https://contactus.samsung.com/customer/contactus>
 - b) Enterprise Service team centralized mailbox - enterpriseservice.nz@samsung.com
 - c) Live Chat - https://livechat.support.samsung.com/Customer_new/NZ

IT departments, Resellers, Partners and Business customers all have access to these support channels.

If a ticket has been raised, it will be assigned to the most appropriate service centre, dependent on location, product and specific service required.

Service locations – Monitor, Thin Client, LFD

Samsung New Zealand partners with more than 60 service centres across the North and South Islands covering our full range of products. Our service centres have the ability to provide on-site support if required as well as SLA services.

Thin clients and monitors are mostly 30" or lower in size and therefore are carry in products that may be requested to be transported to the service agents location.

Spare Parts

All Major Service centres have common parts on hand for hardware servicing purposes, if parts are required and not available, they are couriered from the Samsung dedicated Parts warehouse, in Manakau Auckland from Fliway.

Parts are couriered around the North Island, Same Business Day and to the South island, Next business day.

Spare parts are provided from a central service centre which have control of mark-up on parts due to administration and parts management required. A parts price list can be provided but will expire within a period of time. Samsung NZ has limited control of the mark-up on these parts, as the centre operates independently of Samsung NZ.

Service centre Performance Management

The service centres are measured against KPIs monthly and quarterly which ensures effectiveness and efficiency of repair services, these include:

- RRR (Repeated Repair Return) - How often a device has been returned for same or different repair with 30/60/90 days.
- TAT (Turn around Times) - Speed at which service to device was started and completed, from the point of entry at service centre to exit from service centre.

These KPI's are amongst others ensure that quality and speed of repairs in align with Samsung Global service directives and ensure world class customer service experiences. All centres are trained by Samsung technical personnel on new models and service practices to ensure high quality, quick turnaround times. Mobile phones and tablet repair quality are assessed on a weekly basis by Samsung technical lead to identify performance issues resulting in training, coaching or escalated performance management. All service centres are trained in Samsung specific repair activities.

Escalation process

Escalations are typically processed through our internal Samsung system, Sales Force. Here you are provided with direct contact to an experienced and appropriately skilled technical support representative, who will look after the requested incident or problem until they are able to provide a resolution to the service technician.

The technical support team also have KPIs that are monitored daily. These are based on response and resolution times.

Escalations of service can also be triggered through urgency and severity of an issue and this activity will be owned by the service tracking team who report into the service manager.

Typical Samsung support flow:

- *Call logging is via an online portal, or via phone with dedicated email address*
 - *Troubleshooting steps may be provided to help resolve the issue*
- *Arrange service*
 - *Onsite Support through Authorised Service Agent or Pickup\Return to base service*
- *Service tracking team ensure that commitments are met (KPI/SLA)*
- *Access to Technical Support or Service Manager if required*
- *Dedicated support resource onsite or Virtual if required*
- *Service Logistics for support of parts*
- *Spare Parts Management*
- *Reverse Logistics*
- *Warranty Management*