

SAMSUNG



# Samsung Knox

Product Introductions

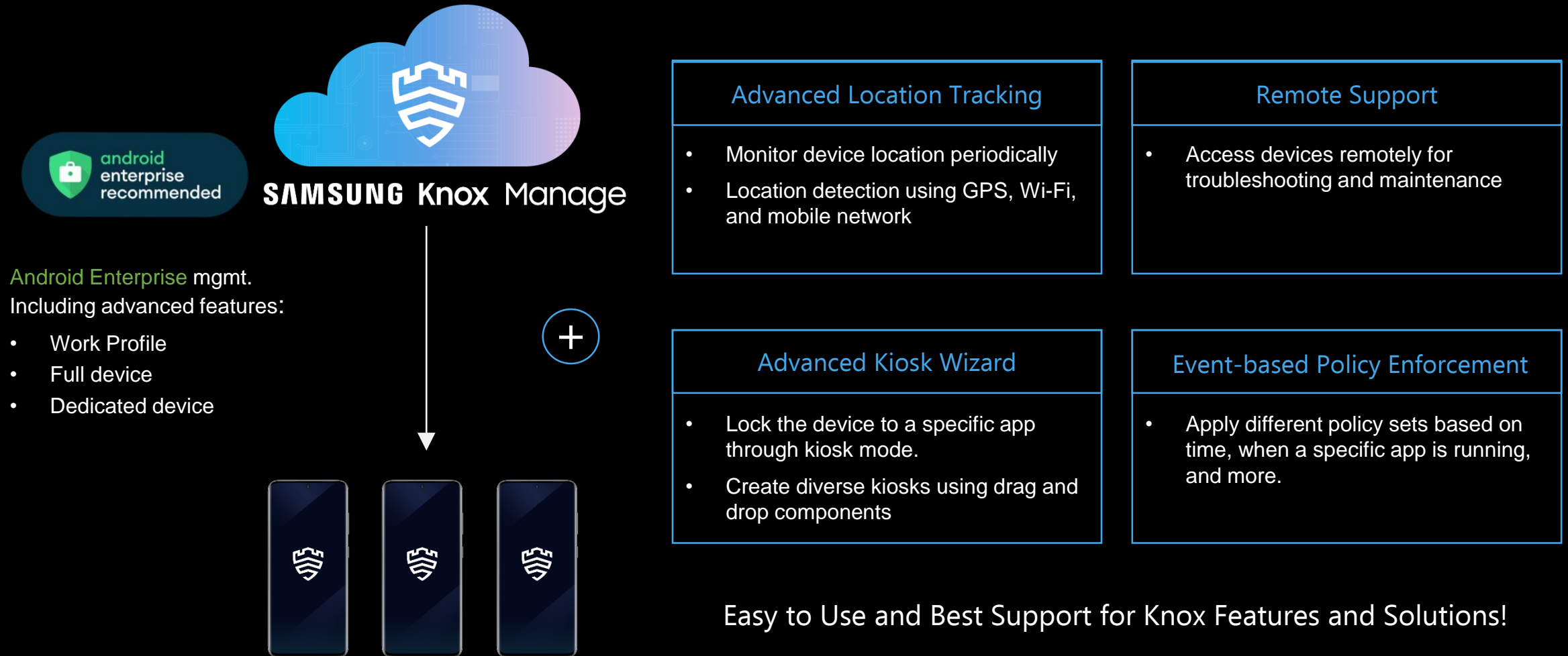
Aug 2021

Samsung Electronics



# Knox Manage

# Powerful, yet flexible cross-platform EMM solution optimized for Samsung



Android Enterprise mgmt.  
Including advanced features:

- Work Profile
- Full device
- Dedicated device



# Why Knox Manage

Simplify the way you remotely manage your Samsung mobile fleet and empower your workforce to achieve more, in office or in field



**Intuitive  
User Experience**

Simple and straightforward user experience maximizes the productivity of your IT Admins



**Fit for  
Frontline**

Powerful management tools unleash your field devices to do more



**Trusted and  
Market Proven**

Industry-recognized and tested for excellence



**Empowered  
by Samsung**

In sync with other Samsung services to maximize operational efficiency

## Key Benefits

1. Intuitive User Experience

2. Fit for Frontline

3. Trusted and Market Proven

4. Empowered by Samsung



# Painless Onboarding with Getting Started Wizard

IT admins can easily perform initial setup by following a step-by-step guide

①

## Set Group & User



### User Registration

- Add users and assign them to groups

②

## Set Profile



### Policy & App Push

- Set configurations and IT policies, such as Wi-Fi settings, blocking camera, blocklisting apps
- Push in-house or public apps

③

## Deploy Profile



### Send Invite

- Send installation guide to users via SMS or Email
- Unnecessary if using KME

\*Knox Mobile Enrollment

# Turn Devices into Purpose-Built Appliances with Ease

Kiosk Wizard enables IT admins to easily and quickly build their own Kiosk without an additional kiosk launcher

Drag & drop and quick configurations



**Kiosk Wizard**

			<p>Preview</p>
Apps	Bookmark	Wallpaper	
Logos	Banner	Folder	
Text	Calendar	Clock	

Generate an APK file and install

Once installed, the device works as a :

- Single-app kiosk, or
- Multi-app kiosk



Menu items:  
 wallpaper, orientation & grid, allowlisted app settings, device settings, margin color, screen composition, icon size, screen lock, icon text, page rotation, and etc.

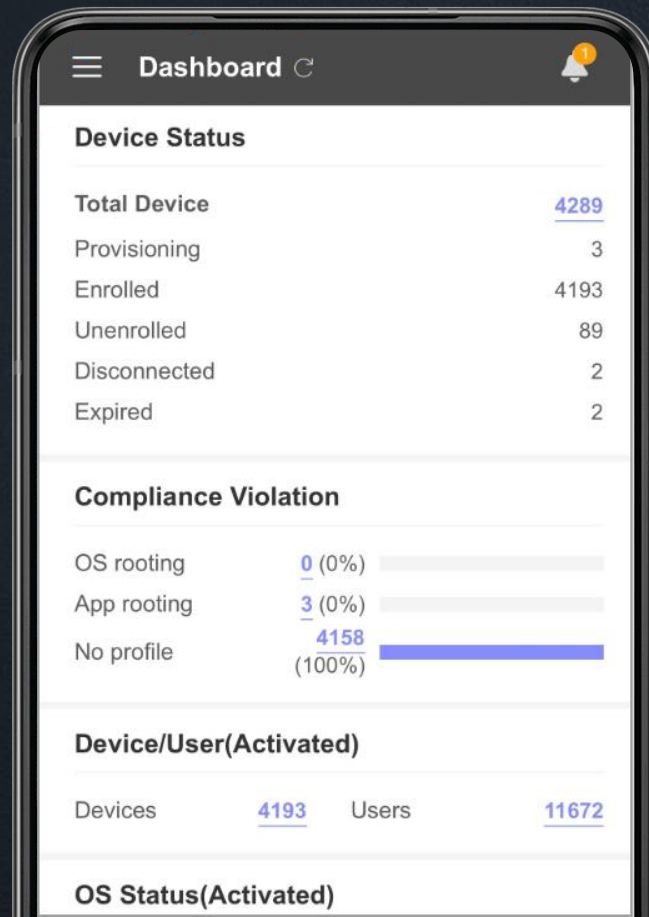


# No Matter When or Where, Always Have Control over Devices

Perform critical, key IT admin actions remotely with mobile-optimized console support

## Mobile Admin:

Easy access to dashboard on web browser



## Control devices from your mobile

- Lock / Unlock device
- Apply latest management profile
- Reset screen password
- Locate current position
- Factory reset
- Deactivate service
- and more





## Key Benefits

1. Intuitive User Experience

2. Fit for Frontline

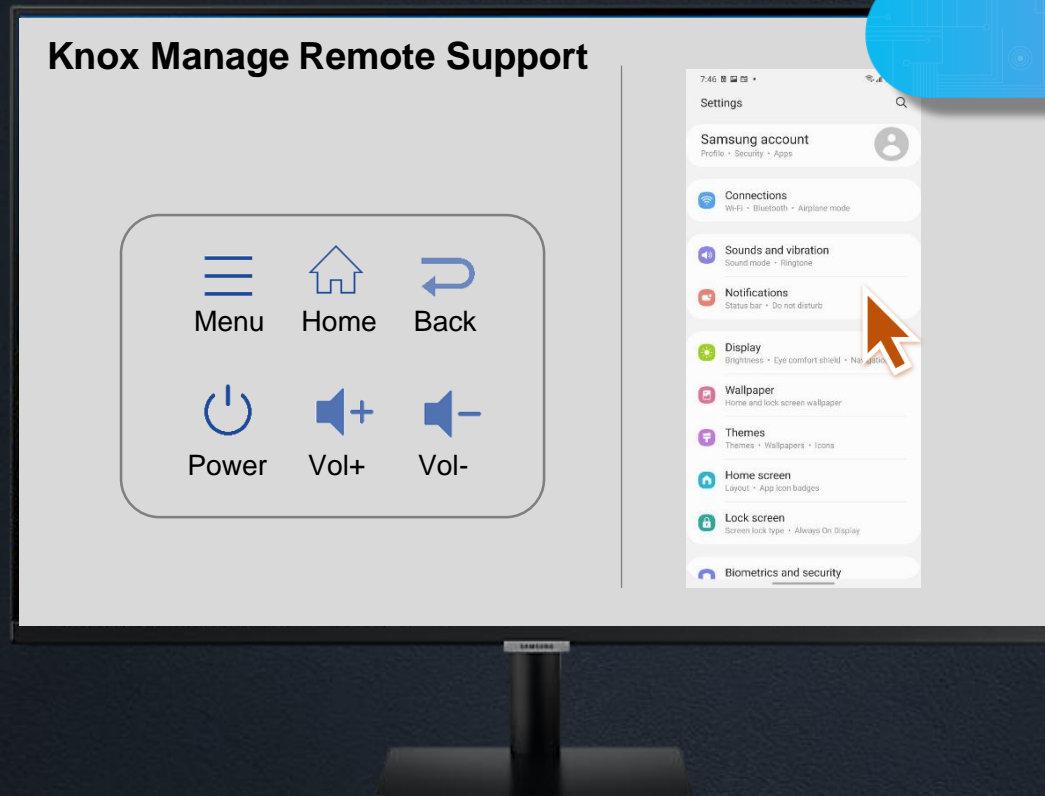
3. Trusted and Market Proven

4. Empowered by Samsung

# Remotely Access Your Employee's Device to Troubleshoot

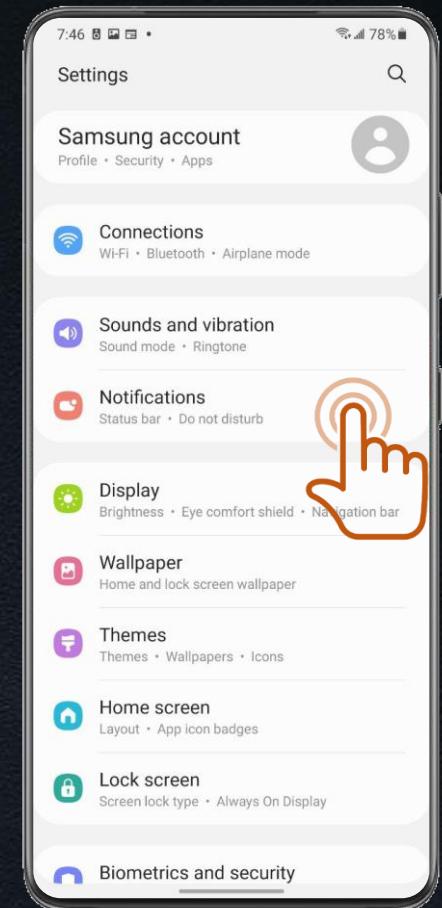
Remote Support allows hands-on troubleshooting for any devices out in the field

No need for separate download, installation, integration, or separate license !



Direct access to device from a remote location with advanced features

- View in full-screen mode
- Rotate device screen
- Capture screen
- Record screen
- Transfer files



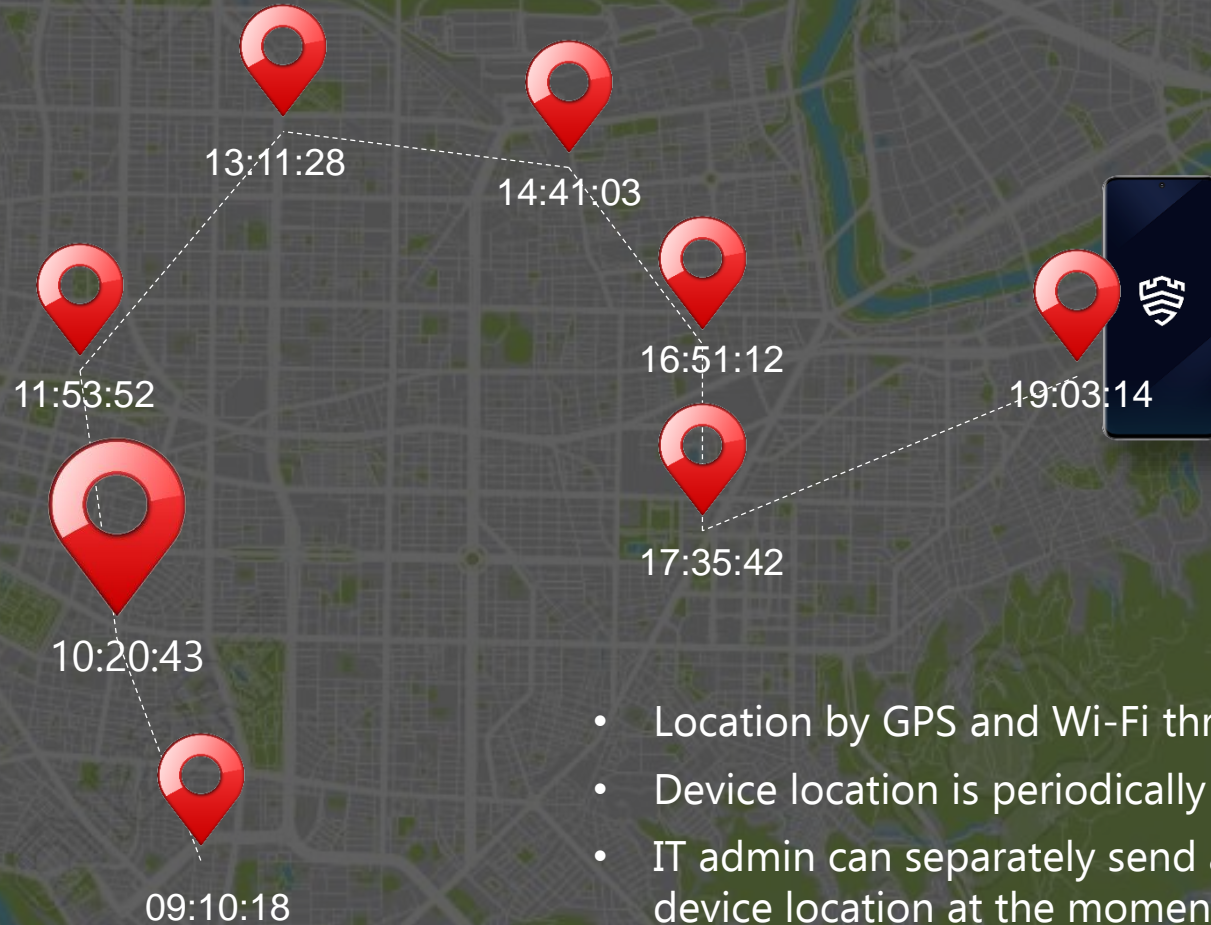


# Track Location of Your Assets Periodically

Device location data can be periodically recorded for tight workflow and asset management

## Date and Time

- 2021. 1. 27 09:10:18
- 2021. 1. 27 10:20:43
- 2021. 1. 27 11:53:52
- 2021. 1. 27 13:11:28
- 2021. 1. 27 14:41:03
- 2021. 1. 27 16:51:12
- 2021. 1. 27 17:35:42
- 2021. 1. 27 19:03:14



- Location by GPS and Wi-Fi through FLP<sup>1</sup>
- Device location is periodically recorded
- IT admin can separately send a command to pull device location at the moment

\* End user consent is required to gather data



# Turn Devices into Kiosk with Multiple Options

Allows users to run only a single app or a group of apps, or a browser with specific URLs only

## Multi App Kiosk

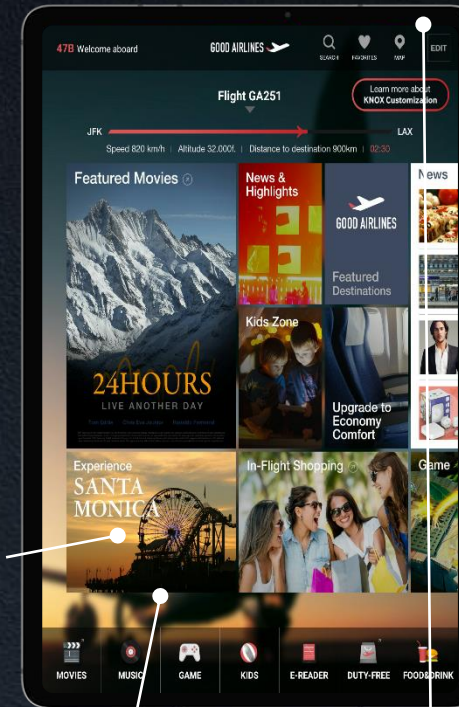


Press to exit Kiosk with a password (online+offline)

Kiosk launcher

Apps that IT admin has allowed users to use

## Single App Kiosk



Only runs a single app

Locked down to a single app

Configure what settings to show

## Kiosk Browser

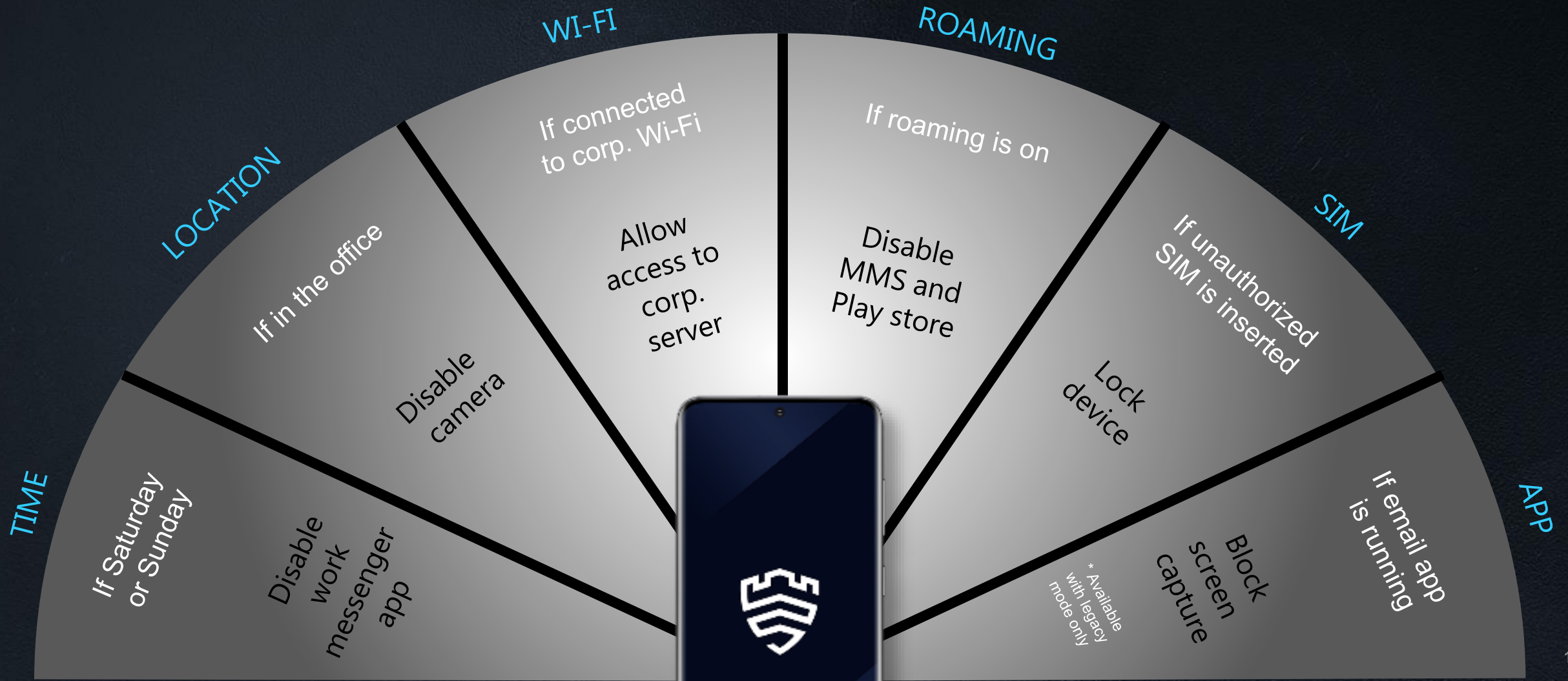


Browser only allowing predefined URLs



# Intelligently apply policies based on user environments

Knox Manage allows IT admins to dynamically apply device settings and restrictions based on various events



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# Knox Manage is Android Enterprise Recommended

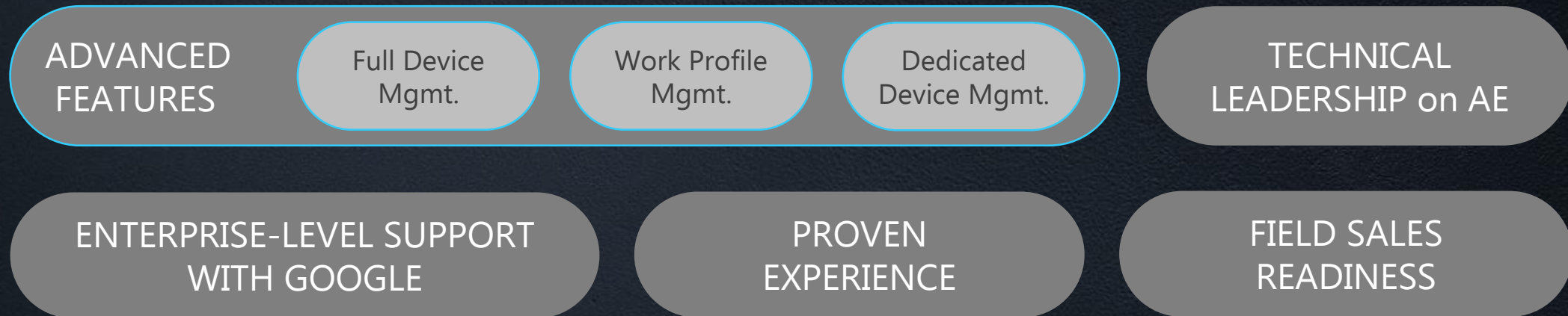
Knox Manage meets core and advanced feature requirements set by Google



offers an ecosystem of devices and services verified by Google against enterprise grade requirements for performance, consistency and security updates.

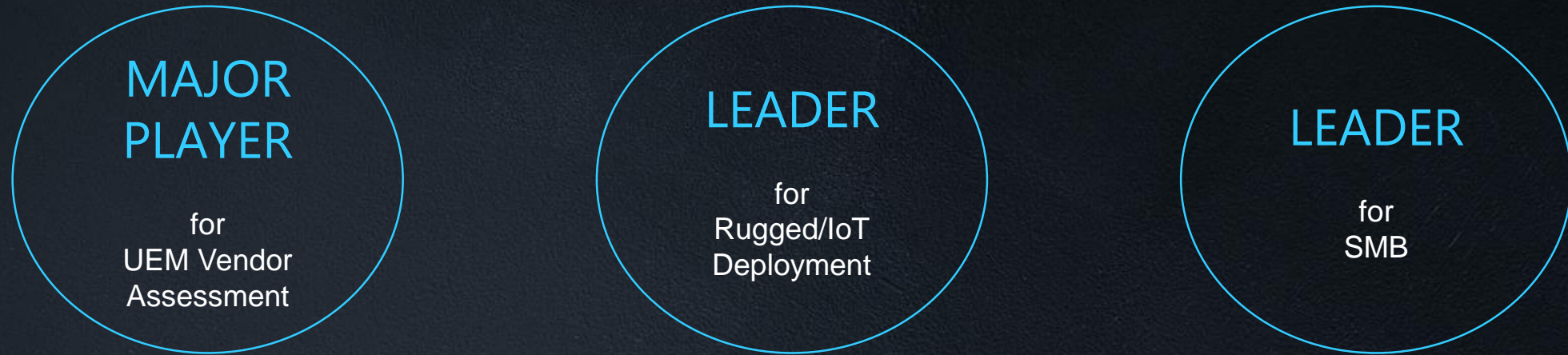
Knox Manage meets AER - EMM requirements:

One of a few companies meeting 3+ advanced feature sets



# Recognized by IDC as a Market Leader

In 2021 IDC Worldwide UEM Vendor Assessment, Samsung was rated a Major Player and Leader in the UEM space



[ IDC's suggestions ]

- Large, dispersed deployments of mobile devices in specialized use cases, such as ruggedized endpoints, kiosks, and single-purpose deployments  
(Field maintenance/service, retail/POS, public safety, and utilities are some industry examples)
- Your device fleet predominantly using Samsung devices



## Key Benefits

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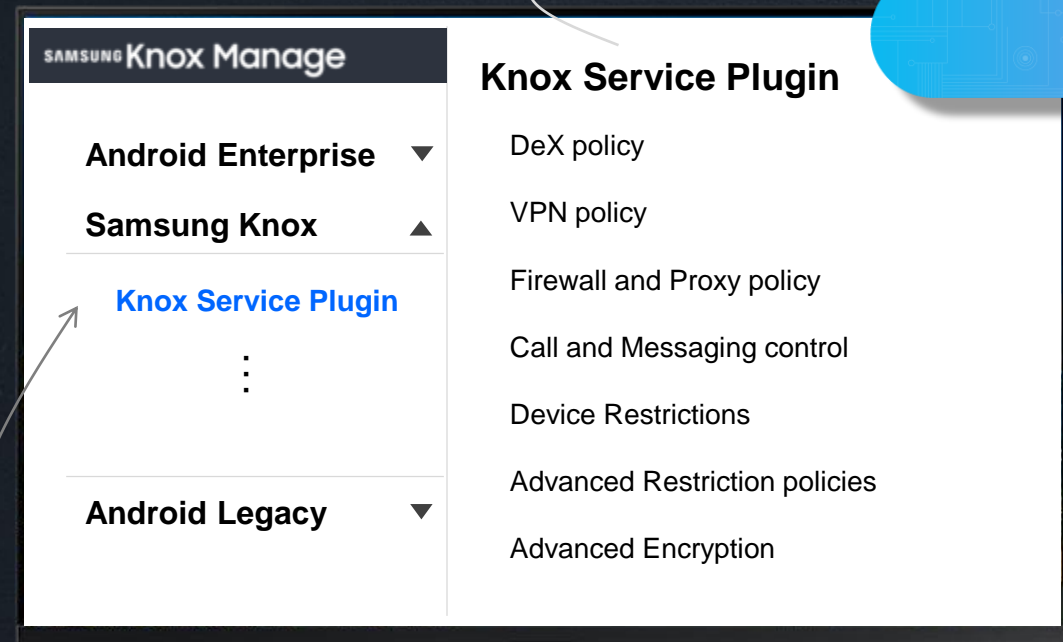
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# Easily Access Knox Platform for Enterprise Features via KSP

Knox Service Plugin

Enjoy zero-day feature availability for advanced Knox security and management features

Zero-day Knox feature support !



Accessible from main menu



Configure

4-level nesting of schema

- Ability to support complex sets of settings
- Improved organization and presentation
- Future-proof layout





# Convenient Cross-Access with Other Knox Solutions

Once devices are enrolled in Knox Manage, access to and usage of other Knox solutions become much easier



# End-to-End Technical and CS Support by Samsung

Comprehensive issue management for Samsung devices and solution including Knox Manage



## Single point of contact for technical support

- ✓ **Contact Samsung technical support team to troubleshoot technical issues on device, OS and Knox solutions including Knox Manage**



## Serviced by Samsung experts

- ✓ **Samsung CS agents can check the device details including installed Knox solutions → Seamless customer care support at Samsung's authorized service centers for the devices enrolled in Knox Manage**



# Appendix

# Feature Details (1/2)

Features	Customer Benefits	Details
<b>1) Robust device management and monitoring for business</b>	<ul style="list-style-type: none"> <li>Minimized security concerns</li> </ul>	<ul style="list-style-type: none"> <li>As an IT admin, I want to <b>install and update apps without user notification/intervention and disallow uninstallation</b>, either with or without Managed Google Play.</li> </ul>
		<ul style="list-style-type: none"> <li>As an IT admin, I want to <b>restrict use of specific device features</b> such as camera, screen capture, browser, Wi-Fi, Bluetooth, USB, NFC, GPS, voice call, data usage, roaming, etc.</li> </ul>
		<ul style="list-style-type: none"> <li>As an IT admin, I want to <b>lock and remove device and/or container</b>.</li> </ul>
		<ul style="list-style-type: none"> <li>As an IT admin, I want to manage <b>not only Samsung devices but also non-Samsung Android, iOS and Windows 10 devices</b>.</li> </ul>
		<ul style="list-style-type: none"> <li>As an IT admin, I want to <b>configure authentication, browser and network settings</b> (such as Wi-Fi, Bluetooth, EAS*, APN).</li> </ul>
	<ul style="list-style-type: none"> <li>Greater visibility to corporate device usage</li> </ul>	<ul style="list-style-type: none"> <li>As an IT admin, I want to <b>check policy compliance</b> of specific devices.</li> </ul>
		<ul style="list-style-type: none"> <li>As an IT admin, I want to <b>monitor device status/logs in great detail</b> (such as security status, software version, location, phone/data usage, battery, connectivity status, installed apps, alerts, command history, etc.).</li> </ul>
<ul style="list-style-type: none"> <li>As an IT admin, I want to <b>monitor device screens and inject user input</b> (e.g. screen touch) remotely.</li> </ul>		
<b>2) Comprehensive support for differentiated Knox capabilities</b>	<ul style="list-style-type: none"> <li>Full-fledged security and management for Samsung devices</li> </ul>	<ul style="list-style-type: none"> <li>As an IT admin, I want to fully leverage advanced security and manageability with <b>Knox Platform for Enterprise</b> (needs to be separately purchased).</li> <li>As an IT admin, I want to use automated and enforced EMM provisioning during the initial device setup process with <b>Knox Mobile Enrollment</b>.</li> <li>As an IT admin, I want to use granular and powerful firmware management with <b>Knox E-FOTA</b> (needs to be separately purchased).</li> </ul>

\* EAS: Enterprise ActiveSync



## Feature Details (2/2)

Features	Customer Benefits	Details
<b>3) Simple and easy user experience for IT</b>	<ul style="list-style-type: none"> <li>Enhanced productivity</li> </ul>	<ul style="list-style-type: none"> <li>As an IT admin, I want to easily learn how to use admin console with an overview of management steps and quickly create initial environment (register users, enroll devices, configure device settings, distribute apps and content), using the <b>Getting Started Guide</b>.</li> <li>As an IT admin, I want to easily turn devices into kiosks (single-app kiosk, multi-app kiosk, web browser-based kiosk) by simply creating a launcher app with drag and drop (with no app development) using the <b>Kiosk Wizard</b>.</li> <li>As an IT admin, I want to <b>enforce IT policies based on specific events</b> such as time (a.k.a., time-fencing), geography (a.k.a., geo-fencing), apps, network conditions (such as SIM status, Wi-Fi connections, roaming, etc.).</li> <li>As an IT admin, I want to also manage devices via the <b>mobile web Knox Manage admin console</b>.</li> </ul>
<b>4) Comprehensive Android Enterprise support</b>	<ul style="list-style-type: none"> <li>Full Android compatibility</li> </ul>	<ul style="list-style-type: none"> <li>As an IT admin, I want to use a wide range of features in <b>Android Enterprise management sets</b> such as Work Profile management, full device management, dedicated device management (coming soon), and mobile app management via Managed Google Play. (Note: for more details, please see <a href="https://androidenterprisepartners.withgoogle.com/glossary/emm">https://androidenterprisepartners.withgoogle.com/glossary/emm</a>)</li> </ul>