Samsung Printing Solutions

SMART Service Solution

Smart Printer Diagnostic System ∣
Smart Service App ∣ SyncThru™ Admin 6

**SAMSUNG.
PRINTING INNOVATION.**

SAMSUNG

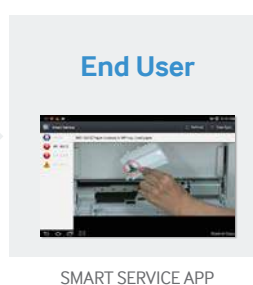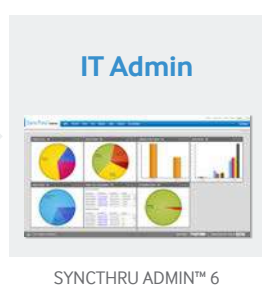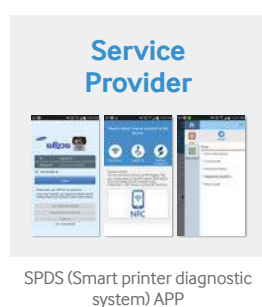# SOMETIMES **HAVING A GOOD CARE** IS MORE IMPORTANT THAN HAVING A **GREAT PRINTER**.

Service trends in the printing industry

Rapid advancements in technology continue to drive digitization of information, IT consumerization and BYOD initiatives, resulting in significant changes in today's business environment. The ability to seamlessly handle and print digital documents in a modern workplace has become critical in staying relative and productive in this competitive market landscape. With the expanding role of digital document editing and printing, the service requirements to maintain these document workflows at optimal levels is also increasing. And as evolving enterprise mobility enhances every aspect of business, the end customer now expects the same kind of prompt, interactive service solutions for their printer systems.

Why Samsung SMART service solutions?

Samsung SMART service solutions offer a broad range of methods to solve document-handling issues that may arise in the workplace and provide quick, communicative services to ensure optimal print operations for businesses. By offering customized solutions specially designed for every stakeholder involved in the document printing process, from IT an IT administrator and an end-user to a service provider. Samsung provides the ideal solution to various problems at virtually any point in the process while drastically reducing service waiting time. This means minimal workforce downtime for increased business productivity and an improved bottom line.

Customer Needs		Samsung SMART Service Solution	
Customers	**Needs**	**Solution**	**Samsung service**
End User	· Knowledge of steps to take when printer breaks · Shorter wait-times for service dispatch and repair	· Solution videos enabling end users to handle errors without service assistance	Smart Service App
ITDM Admin	· Reduction of downtime with seamless servicing · Prevention of stoppages by anticipating problems	· Remote monitoring to anticipate consumable's lifecycle · Advance notification to vendors of consumable replacement · Execution of predictive maintenance · Timely consumable replacement	SyncThru™ Admin 6
Service Provider	· Timely service response · Well-trained service engineers for zero quality gap · Cost-effective repair within a single dispatch · Prevention of unnecessary consumable waste	· Improved service accuracy · Reduction of service time and cost · Quick pre-site diagnosis	Smart Printer Diagnostic System (SPDS)

Service Provider

IT Admin

End User

SPDS (Smart printer diagnostic system) APP

SYNCTHRU ADMIN™ 6

SMART SERVICE APP

SAMSUNG
SMART SERVICE SOLUTIONS
OFFERS A DIFFERENTIATED EXPERIENCE.

SyncThru™ Admin 6

A powerful fleet monitoring and management solution

Monitor and manage your printer remotely

SyncThru™ Admin 6 enables IT managers to monitor and manage printers using predefined error codes and customized widgets for quick and easy troubleshooting from virtually anywhere. An event notification function alerts service providers of consumable replacement requirements at the end of its lifecycle.

· Receive Social Network Service (SNS) notifications for real-time monitoring
· Use a convenient dashboard with multiple widgets
· Manage from anywhere using a mobile dashboard
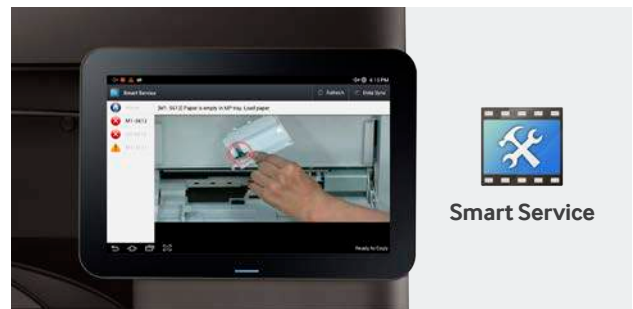· Eliminate repetitive tasks with Automated Task Manager

SyncThru Admin 6

Smart Service App

A guide for easy and simple self-troubleshooting

Save wait-time for engineer dispatch

Smart Service App provides a video guide for fixing simple errors quickly and easily when a service engineer is unavailable for troubleshooting such as on weekends or late at night. These useful video guides can also assist field engineers to help facilitate repairs when troubleshooting.

· Receive error warnings and abnormal status alerts
· Receive a solution page for status alerts
· Access and update a problem-solving database via a USB connection and web server

Smart Service

Smart Printer Diagnostic System (SPDS)

A professional fleet diagnosis system via mobile

Save on maintenance calls

SPDS enhances service accuracy with easy access to a vast amount of information when searching for error codes. Service engineers are provided with the tools to greatly improve the service level and, as result, reduce service costs due to the elimination of revisits, reduce part waste and minimized service training.

· Access break/fix flow charts and video clips corresponding to error codes
· View fleet installation / disassembly videos
· Access troubleshooting guides as well as service bulletins
· Receive support for diagnosis mode on various printers parts

USB Connection
WiFi-Direct

SPDS Server

Printer (A3/A4)

Service Engineer