



# Samsung MagicINFO Professional Services

Optimized Professional Signage Services for Continuous Business Growth

Samsung provides comprehensive services and expertise to ensure a successful digital signage experience.

Through single-source project management from initial consultation through activation, we configure your displays and operational network to match your vision for success.

SKU	DESCRIPTION
PR-SPA1	Hosting Remote Management License + 24/7 NOC
PR-SPA1H	Hosting Remote Management License + 12/7 NOC
PR-SPB1	MagicINFO Cloud CMS + 24/7 NOC
PR-SPB1H	MagicINFO Cloud CMS + 12/7 NOC
PR-SPC1	MagicINFO Cloud CMS + 24/7 NOC + Scheduling
PR-SPC1H	MagicINFO Cloud CMS + 12/7 NOC + Scheduling
PR-SSSF	MagicINFO Consulting & Engineering
PR-SCRF	Content Remastering
PR-SPMF	Project Management (Per Day)
PR-SPM1	Project Management (Per Year)

Available from select authorized partners. Contact your Samsung representative for details.

## ADVANTAGES



### Trust and Reliability

Samsung's display expertise drives business success in any environment. Our agile service team can quickly evaluate scenarios and identify custom hardware, software and platform solutions.



### Single-Source Interaction

By providing a dedicated project manager, Samsung's end-to-end services simplify communications and prevent customers from navigating a complex vendor network if challenges arise.



### Global Capabilities

With a global network of sales, operations and service professionals at the ready, Samsung is equipped to support and guide customers in any industry and any location.

# Key Features

## Project Management

Maintain a single point of contact from start to finish

5

## Content Management

Craft and deliver messages that resonate

4

## MagicINFO Cloud

Dedicated Hosted Solution

1

## Samsung 24x7 technical support

Prevent operational delays through uninterrupted, personalized expert consultation

2

## Expert Access

Samsung Consulting, Engineering, and onsite support (or MI on-premise or other MagicINFO related needs)

3



# Offering Details



## 1 MagicINFO Cloud

Establish a secure environment for customer data and content protection

- MagicINFO Servers
- Personalized Domains
- Round-the-Clock Support



## 2 Tech Support

Prevent operational delays through uninterrupted expert support

- Network Operations Center
- Fast Track Service
- Software Engineering



## 3 Expert Access

Leverage the expertise of Samsung professionals to help with large-scale migration projects as well as one-off on-site tasks

- CMS Infrastructure architecture consulting, design, and installation
- CMS Migration planning & Support
- On-Site Troubleshooting

## Content Management

4



Create, schedule and deploy compelling content with less hassle

- Agile Content Scheduling
- Content Refinement

## Project Management

5



Remedy issues faster through single-source project communication

- Dependable, Individualized Service



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