



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

1

MagicINFO Cloud

Dedicated Hosted Solution

2

Samsung 24x7 technical support

Prevent operational delays through uninterrupted, personalized expert consultation

3

Expert Access

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

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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