

Samsung Printing Solutions

# SMART Service Solution

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



SAMSUNG.  
PRINTING INNOVATION.



# 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	<ul style="list-style-type: none"> <li>Knowledge of steps to take when printer breaks</li> <li>Shorter wait-times for service dispatch and repair</li> </ul>	<ul style="list-style-type: none"> <li>Solution videos enabling end users to handle errors without service assistance</li> </ul>	Smart Service App
ITDM Admin	<ul style="list-style-type: none"> <li>Reduction of downtime with seamless servicing</li> <li>Prevention of stoppages by anticipating problems</li> </ul>	<ul style="list-style-type: none"> <li>Remote monitoring to anticipate consumable's lifecycle</li> <li>Advance notification to vendors of consumable replacement</li> <li>Execution of predictive maintenance</li> <li>Timely consumable replacement</li> </ul>	SyncThru™ Admin 6
Service Provider	<ul style="list-style-type: none"> <li>Timely service response</li> <li>Well-trained service engineers for zero quality gap</li> <li>Cost-effective repair within a single dispatch</li> <li>Prevention of unnecessary consumable waste</li> </ul>	<ul style="list-style-type: none"> <li>Improved service accuracy</li> <li>Reduction of service time and cost</li> <li>Quick pre-site diagnosis</li> </ul>	Smart Printer Diagnostic System (SPDS)

**Service Provider**

SPDS (Smart printer diagnostic system) APP

**IT Admin**

SYNCTHRU ADMIN™ 6

**End User**

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



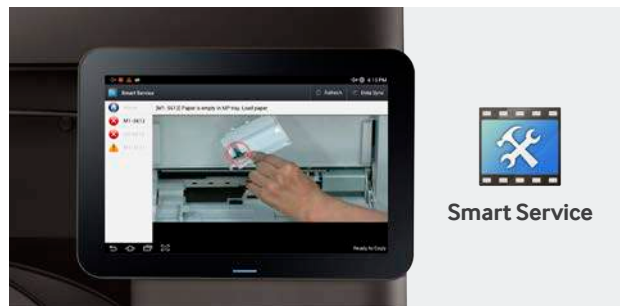
## Smart Service App

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 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



# LEGAL AND ADDITIONAL INFORMATION

## SAMSUNG. PRINTING INNOVATION.

In modern society, keeping up with technology is critical to the success of any business or the productivity of any individual. The choice of technology can be the difference between survival and leadership.

As the workplace becomes more digitized and the workforce becomes more mobile, printer and copier devices must also adapt and evolve.

Printer technology and satisfaction lag the electronics innovation most employees expect. Nor has there been any major entrant to help shake change.

Until now.

## SMARTIFY YOUR BUSINESS.

Samsung power. Smarter everthing.

Samsung is applying its ingenuity to develop breakthrough printing solutions that ignite productivity. Only Samsung has the electronics expertise to design and build a printer that fits the way society works today.

Printing for the modern world has arrived.

**Samsung is printing innovation.**

For more information  
about Samsung Printing Solutions, visit

<https://support.hp.com/us-en/products/printers/samsung-printers>



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