



**SAMSUNG**

**Get to Know the ESN  
Platform**

# SAMSUNG ESN



We're proud to be the official ESN Framework Handheld Device Supplier, delivering field-ready Push-to-Talk devices and accessories alongside a network of services and support to make sure you get the best out of them.

To make this even easier, we've created a platform full of relevant catalogues, useful content and quick access to our support team. Plus, once logged in to your user account you can place and track orders as well as monitor the status of assets for straightforward administration\*.

Below we've outlined each area of the platform, and what you can expect to find there.

## Home

The home screen provides easy access to all of the content across the platform. Learn more about our advanced ESN offering, access catalogues or request support with one click. Plus, you can easily request an account from the menu bar at any time.

## Features

From the Features page, explore our public safety solutions, including what makes them unique and how they ensure public safety personnel remain connected and mission-ready at all times.

## Support

This is your one stop shop for all your support needs. Alongside quick access to our dedicated ESN support team, you'll also find information on the extensive support options we offer. Should you need help, we are just a single click away.

But we also want to ensure you have access to the information that matters most, when you need it most. Our support section therefore, houses all the key information you'll require to keep your uptime maximised. With content for quick fixes and general queries to help you make the most of both the platform and our wider solutions, check out our suite of [interactive guides](#) to learn more.

## Products

Here, browse our range of products, accessories, ancillaries, and services. All specifically designed for ESN.

## Catalogues

From this tab, you can view and browse all of the catalogues available to you as an ESN user.

\*Access to certain portal services are restricted to specific roles, determined during onboarding.

Explore the ESN Portal now



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*Once logged in to your user account:*

## **Asset Management**

Here you have the option to view and manage all of your assets, either holistically via the **'My Assets'** tab or by contract line through the **'My Contracts'** option. From here, click the order number to be taken to an overview of individual orders and assets, where you can filter according to exact specifications.

### **My Contracts**

To ensure you get the most of your enhanced ESN support, orders are separated according to delivery date into different contracts. This means you can view your orders by contract lines separated according to your User Organisation Call Off dispatches, making it far simpler to navigate your fleet.

### **My Assets**

Here you have the same functionality as the **'My Contracts'** tab across your entire fleet of assets. Generating reports from here gives you complete control off your fleet.

## **Adv Replacement**

Once requested through the support functions, any asset replacements are compiled and recorded here, giving you complete transparency of any asset movements and ensuring you have all you require for effective device management.

## **My Account**

This is the section you'll be greeted by when you login. From here you can manage all of your account information, including updating your password and user details.

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