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Valuable insight translates to valuable foresight.

If you don't know there are problems, you can't solve them. Samsung Knox Asset Intelligence is a business intelligence tool that delivers actionable data-driven insight into mobile device fleets at scale. You'll have a clear and deep understanding of your devices, including battery usage, app usage, connectivity, device logs and more. Be proactive with Knox Asset Intelligence, and be more productive.

Cloud-based data analytics for operational insights and productivity.

Keep teams working for the entire shift with intelligent battery management.

Ensure business runs the way it should with deep insight into app usage.

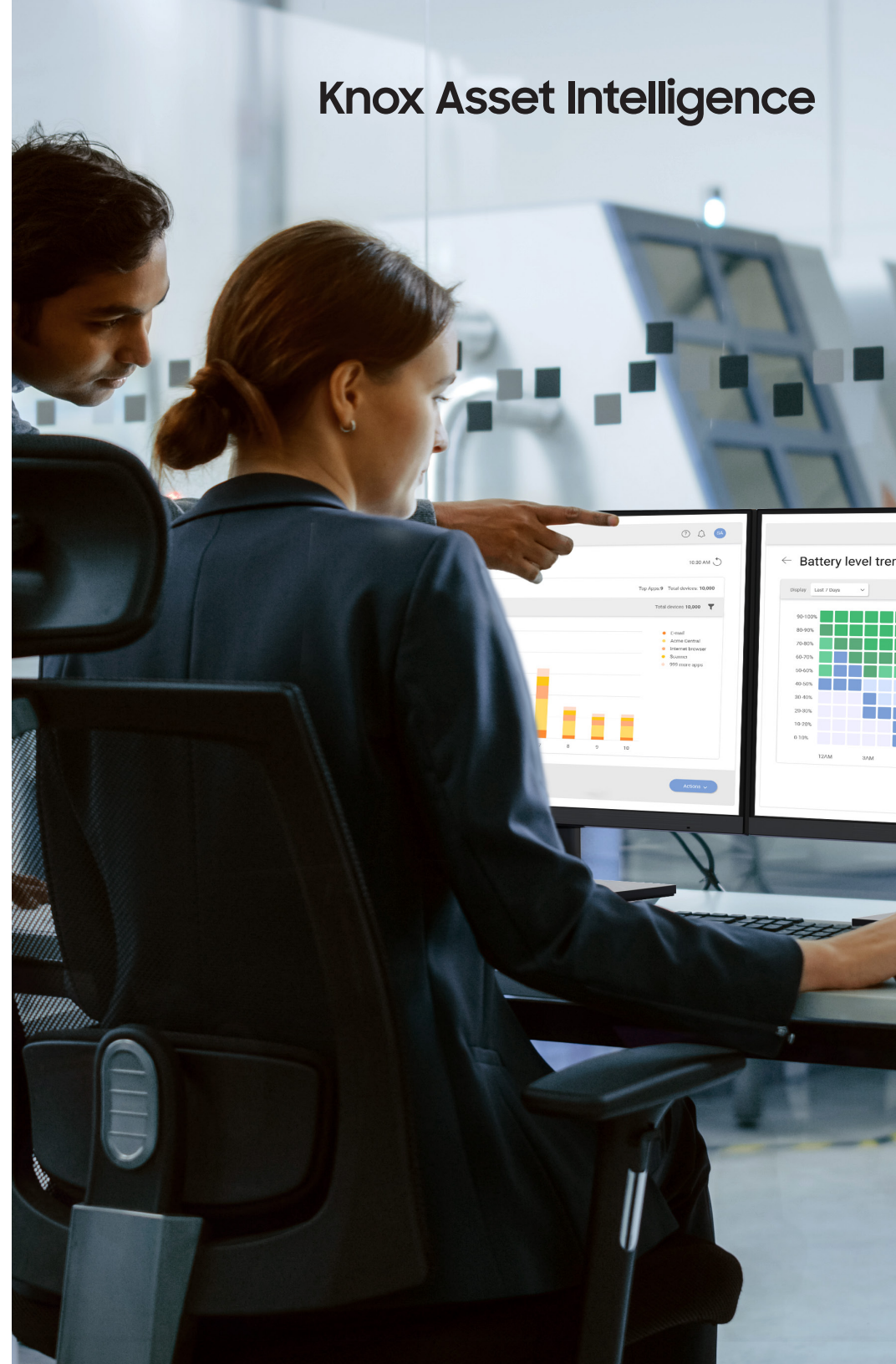**Know your team is connected** with Wi-Fi connectivity status.

Track assets and troubleshoot quickly with location tracking and device log collection.

Knox Asset Intelligence is part of Knox Suite. Knox Suite is our end-to-end device management offering, and also includes Knox Platform for Enterprise, Knox Mobile Enrollment, Knox Manage and Knox E-FOTA.

Knox Asset Intelligence

Knox Asset Intelligence

Cloud-based data analytics for operational insights and productivity.

Simple yet detailed dashboard

Use trending information to address issues before they become problems. Knox Asset Intelligence gives you a complete overview of your Samsung mobile device fleet in one easy-to-understand dashboard.
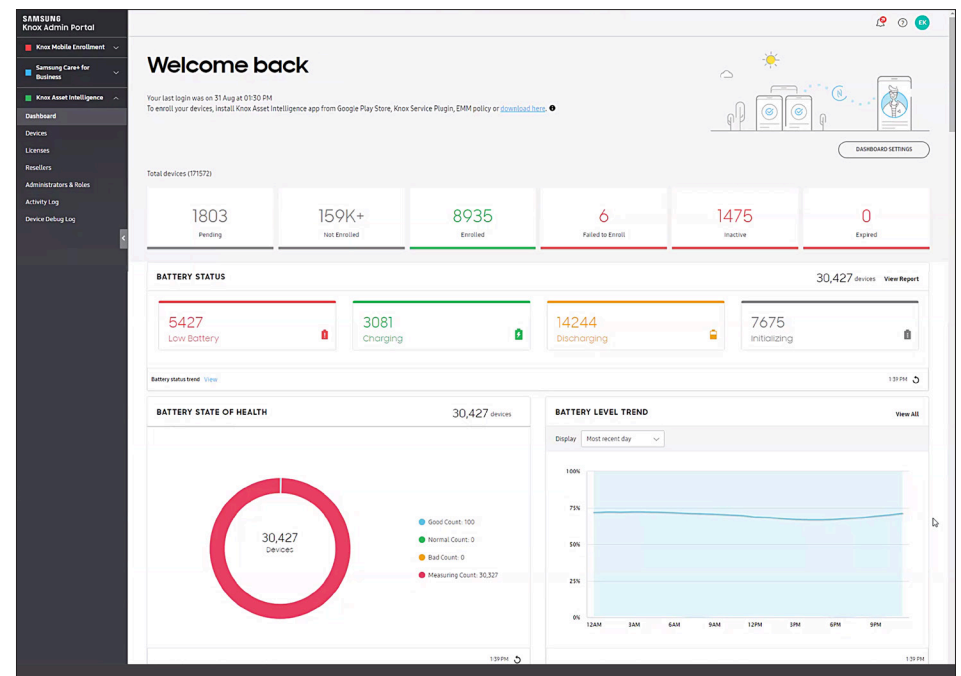
When you sign in, the Knox Asset Intelligence console gives you a bird's-eye view of the status of your mobile device fleet, and from there, you can drill down to more detailed information. You can gain insight into nearly every aspect of your Samsung mobile fleet, giving you the knowledge you need to address problems immediately, if not sooner.

Key value

Get a broad understanding of the state of your Samsung mobile device fleet's health with just a quick glance.

Features

• See several aspects of device battery health, to maintain your fleet's productivity and battery health

• Stay current on app usage and be aware of any potential problems that need addressing

• An overview of Wi-Fi connection and disconnection events can help you troubleshoot issues

• Location tracking ensures workers are at the right locations and enhances worker safety

• Device tracking and Find My Asset options help users more easily locate missing devices

• Downloadable device logs help pinpoint specific issues, to allow you to proactively diagnose problems

You can securely sign into your comprehensive Knox Asset Intelligence console using either your Samsung account or your corporate Active Directory credentials.

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Knox Asset Intelligence

Keep teams working for the entire shift with intelligent battery management.

Intelligent battery management

If batteries die in the middle of a shift, productivity suffers. Even if team members do report dead battery incidents, you still need to know what the issues are in order to correct them.
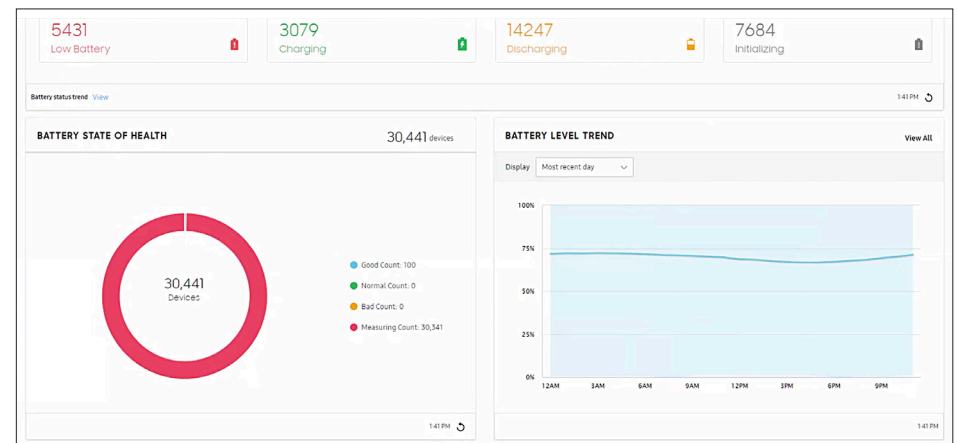
Knox Asset Intelligence gives you the information you need. With the ability to monitor and predict battery usage and performance, you can proactively identify issues causing battery drain. You can see exactly how many times a low battery event occurs and whether devices are being charged at the right time. You and your team can then develop a charging schedule (independent of Knox Asset Intelligence).
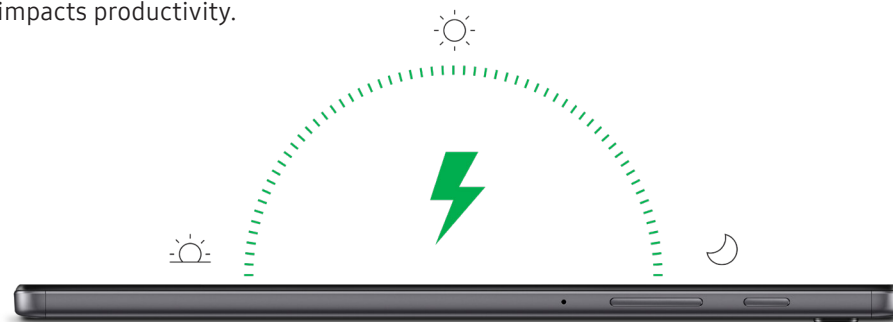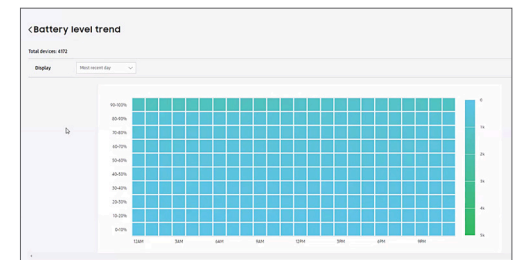
Key value

Gain valuable insight into your Samsung mobile device fleet's power consumption habits to unlock maximum efficiency and productivity.

Features

• See battery health status based on each device's exact battery charging cycle count.

• Monitor battery level trends across all devices by hour, at a glance.

• Know what battery percentage users are starting their shifts with, to help the business ensure devices are consistently ready to last a full shift.

• See reports of abnormal battery drain events, so you can identify any apps that may be consuming excessive power.

• Know which specific devices need their batteries replaced before it impacts productivity.

Get a quick understanding of your fleet's battery health, then drill down deeper to identify specific issues that impact productivity.

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Knox Asset Intelligence

Ensure business runs the way it should with deep insight into app usage.

Deep insight into app usage

You can have the most ideal app in the world, customized to your specific business and designed for maximum productivity. But what happens if there's an unforeseen problem and it crashes frequently or drains excessive power?
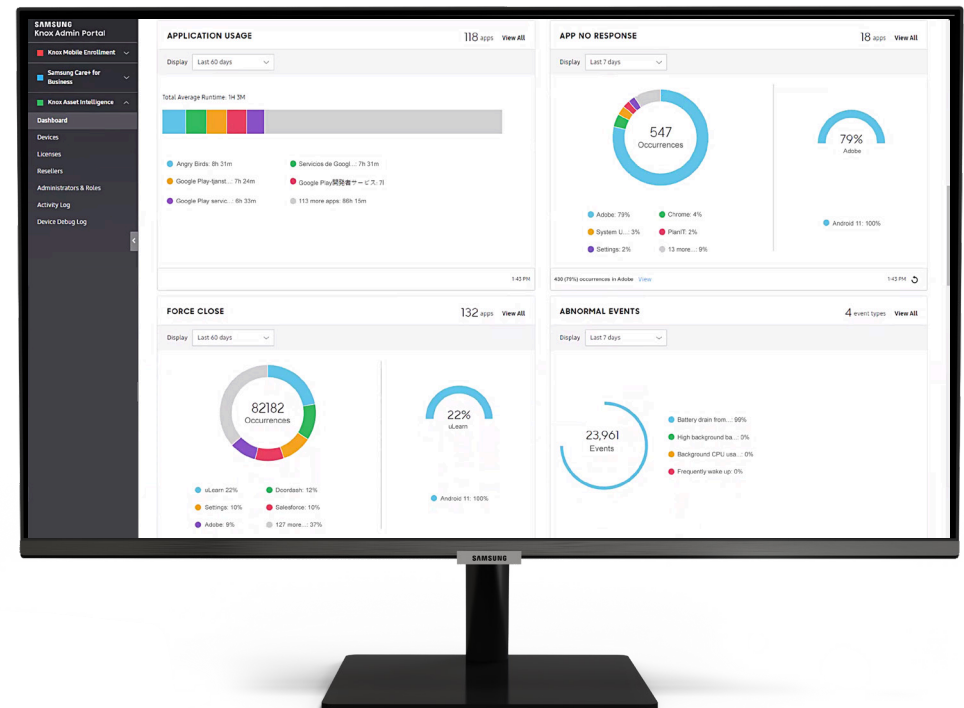
Knox Asset Intelligence can help ensure apps are functioning the way they were intended. You can detect abnormal events caused by either business or personal apps on specific devices. You can also see how apps are being used across your entire mobile fleet by frequency, time of day and other filters.

Key value

Leverage deep knowledge to maximize business app usage among device users and streamline process and workflow.

Features

• Get an accurate view of overall application usage status.

• See total running time for apps running both in foreground and background, as well as total battery usage.

• View periodic reports of unexpected app behaviors, neatly organized for easy viewing.

• All on-device data is collected with ease. No need for additional app wrapping or development effort.

Are your apps working properly? Are they being used as intended? With in-depth understanding of apps, you'll be able to uncover issues you might not have known you had.

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Know your team is connected with Wi-Fi connectivity status.

Wi-Fi connectivity status

In a large project deployment, your team may be continually traveling through areas of varying degrees of Wi-Fi coverage. That can mean inconsistent data connections and interrupted workflow. And you can't always pinpoint the exact cause of the problem, which makes it difficult to address.
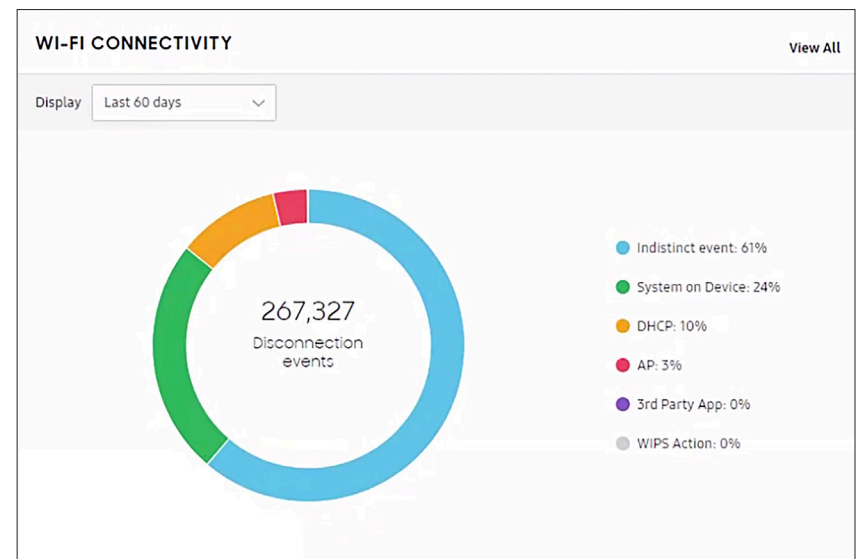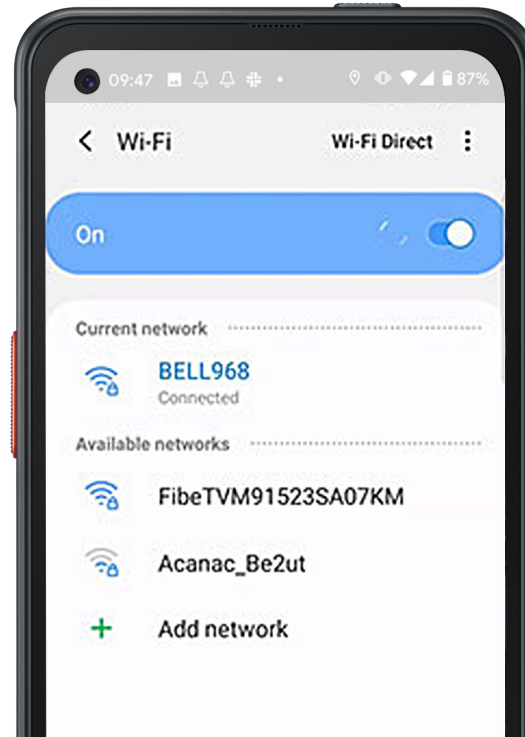
Knox Asset Intelligence not only detects connection events, it can help identify the root causes. That can be anything from a DHCP fail to problems with third-party apps and access points. You'll have the data you need to know what problems need to be solved.

Key value

Optimize device utilization by ensuring maximum uptime and device usage, through an insightful understanding of actual device usage.

Features

• View abnormal Wi-Fi disconnections with Samsung's unique network analytics schemes.

• Disconnections are tracked and displayed on your console.

• Wi-Fi performance reports provide data for up to 30 days.

WI-FI CONNECTIVITY View All

Display Last 60 days

267,327
Disconnection
events

● Indistinct event: 61%
● System on Device: 24%
● DHCP: 10%
● AP: 3%
● 3rd Party App: 0%
● WIPS Action: 0%

It could be the location. It could be the software. It could be something else. Knox Asset Intelligence will help you pinpoint the cause of your Wi-Fi disconnection issues.

09:47 87%

< Wi-Fi Wi-Fi Direct ⋮

On

Current network

BELL968
Connected

Available networks

FibeTVM91523SA07KM

Acanac_Be2ut

+ Add network

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Knox Asset Intelligence

Track assets and troubleshoot quickly with location tracking and device log collection.

Device tracking and remote device log collection

Knox Asset Intelligence features GPS-based location tracking, for safety and to ensure your team is traveling to the correct worksite. Find lost devices easily with features like remote ringing (even on devices set to vibrate), remote flash blinking, and sending messages to devices through the KAI dashboard.

You can also be proactive by requesting device logs directly from enrolled devices at any time. You can then review them in the Knox Asset Intelligence console, to troubleshoot issues quickly without any user interaction required.
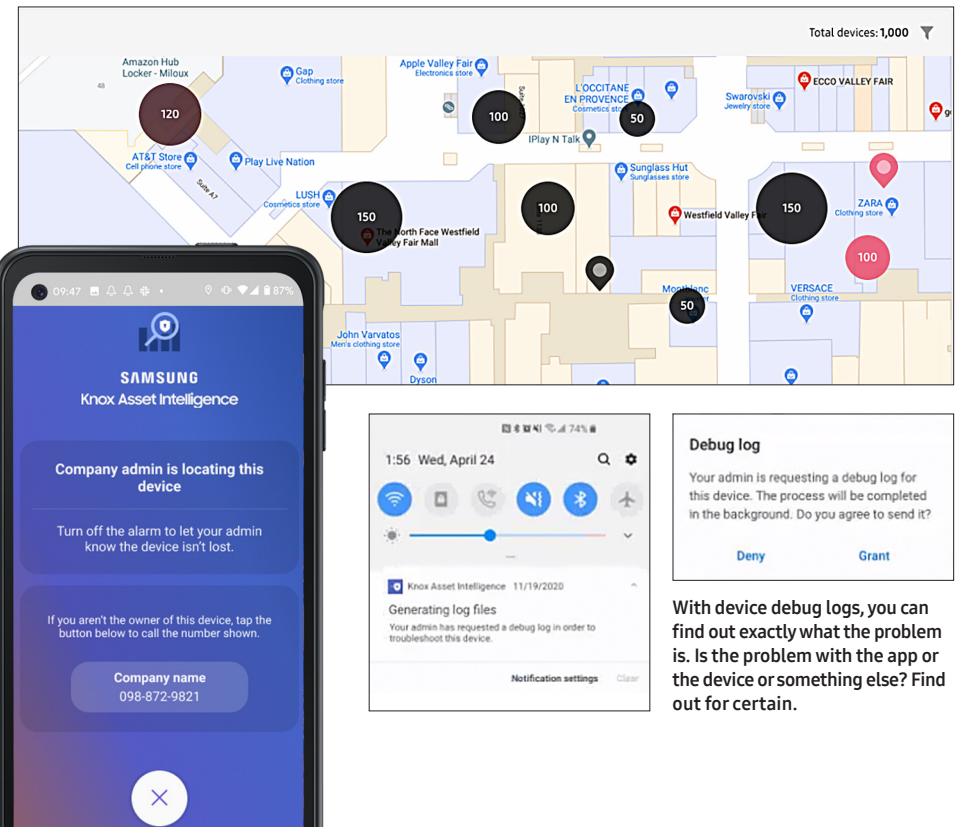
Key value

Utilize an in-depth knowledge of data points from each device to address issues proactively and keep productivity at optimum levels.

Features

- GPS-based location tracking shows where work devices are.

- Find devices easily by remotely triggering ringtone even on devices in silent mode. You can also remotely command the LED flash to blink, and you can send messages to the device.

- Request device logs directly from enrolled devices.

- No device user interaction required for fully managed devices.

- Log files are saved for 30 days and can be redownloaded at any time.

Direct field workers to the proper location. Help locate missing devices, which saves replacement costs and lost productivity.

With device debug logs, you can find out exactly what the problem is. Is the problem with the app or the device or something else? Find out for certain.