

TOTAL ECONOMIC IMPACT

The Total Economic Impact™ Of Samsung Knox Suite

A FORRESTER TOTAL ECONOMIC IMPACT STUDY COMMISSIONED BY
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COST SAVINGS AND BUSINESS BENEFITS ENABLED BY SAMSUNG KNOX SUITE

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Table Of Contents

Executive Summary

The Samsung Knox Suite Customer Journey

Analysis Of Benefits

Analysis Of Costs

Financial Summary

TEI Framework And Methodology

Appendixes

Executive Summary

Organisations across industries use mobile device management platforms to reduce fragmented tech and support requirements, enable digital employee experiences and establish a security and threat prevention foundation. Samsung Knox Suite includes tools to set up, secure and manage Android mobile work devices. It can integrate with unified endpoint management (UEM) tools.

Businesses in various industries use Samsung Knox Suite to configure and manage their mobile devices, from setup to usage. The Samsung Knox Suite cloud tools let businesses configure, customise, deploy, analyse and manage their devices.

Samsung commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study and examine the potential return on investment (ROI) enterprises may realise by deploying Samsung Knox Suite.¹ The purpose of this study is to provide readers with a framework to evaluate the potential financial impact of Samsung Knox Suite on their organisations.

392%

Return on investment (ROI)

£2.3M

Net present value (NPV)

To better understand the benefits, costs and risks associated with this investment, Forrester interviewed four decision-makers with experience using Samsung Knox Suite. For the purposes of this study, Forrester aggregated the experiences of the interviewees and combined the results into a single composite organisation, which is a public sector organisation with £5 billion revenue and 10,000 employees.

Interviewees said that prior to using Samsung Knox Suite, their organisations struggled with using legacy device management tools with limited security features and a fragmented device management ecosystem. These systems yielded limited success, leaving them with multiple, time-consuming tasks related to deploying, managing and supporting their mobile devices. This resulted in less efficient IT teams and a loss of employee productivity.

After the investment in Samsung Knox Suite, the interviewees experienced seamless device management capabilities through an effective and flexible platform. They reported being able to enrol devices efficiently, manage employees' mobile devices easily and remotely, gain robust device security and improve the employee experience to boost productivity. They also experienced business benefits, such as reducing capital expenditure by extending devices' lifespan, using existing hardware and reducing operating expenditure through streamlined IT management, automation and enhanced security. Key results from their investment included efficiency gains for both IT employees and end users, reduced support-related costs and savings related to hardware costs.

Key Findings

Quantified benefits. Three-year, risk-adjusted present value (PV) quantified benefits for the composite organisation include:

- **IT team efficiency gains worth £589,000.** The transition to Samsung Knox Suite allows the composite organisation's IT team to move to a streamlined, low-touch device enrolment process. IT teams are able to seamlessly configure and enrol devices much more quickly. Over three years, IT team efficiency gains are worth £589,000 to the composite organisation.
- **End-user efficiency gains worth £951,000.** After deploying Knox Mobile Enrollment capabilities, the composite organisation has a seamless device enrolment process, which saves time for end users. IT teams are able to run staged update campaigns, suppress updates for compatibility testing and ensure that critical business apps remain functional before mass deployment, which also enhances end-user efficiency. Over three years, end-user efficiency gains are worth £951,000 to the composite organisation.

- **Support team and end-user efficiency gains due to a reduction in the support needed worth £79,000.** After deploying Samsung Knox Suite, the composite sees a significant reduction in the total number of support tickets for its IT teams, due to improvements in device management capabilities and an increase in stability and performance. Fewer tickets mean the composite can redeploy support staff to higher-value tasks, instead of spending their time resolving device-related issues. Over three years, support team and end-user efficiency gains are worth £79,000 to the composite organisation.
- **Hardware cost savings worth £1.3 million.** The transition to Samsung Knox Suite allows the composite organisation to retire previous, more expensive devices used by its employees. As Samsung provides devices to suit different budgets, employee roles and profiles, the composite can deploy the device best suited to various employee types, such as front-office, remote and back-office employees. Over three years, hardware cost savings are worth £1.3 million to the composite organisation.

Unquantified benefits. Benefits that provide value for the composite organisation but are not quantified for this study include:

- **Savings attributed to a reduction in device malfunctioning.** Interviewees reported identifying devices issues at an earlier stage; they could quickly diagnose which applications were crashing, using more battery capacity or responsible for the poor functioning of the device. Over time, interviewees said their organisations experienced fewer technology issues leading to less downtime, improved employee efficiency and a reduced IT support workload.
- **Enhanced security and compliance.** Interviewees said their organisations used Samsung Knox Suite to better secure their mobile environments and reduce the risk and potential impact of a cybersecurity incident. They said they now have the tools needed to reduce breach risk exposure, enabling IT administrators to act quickly to block access to risky applications and drastically reduce compliance violations.
- **Increased organisational agility and better control.** Interviewees said their organisations were better able to manage mobile devices across their lifecycle of enrolment, adoption, updates and retirement after deploying Samsung Knox Suite. As a result, their organisations can more easily deploy new devices, enrol devices for new employees faster and update devices seamlessly.
- **Superior employee experiences and adoption.** Interviewees reported far fewer device-related issues and an improved employee experience. They said that employees no longer have to contact the IT team for service support because the devices operating with Knox Suite rarely malfunction and have information, processes and security policies that enable them to be more productive.

Costs. Three-year, risk-adjusted PV costs for the composite organisation include:

- **Total implementation costs of £25,000.** This includes the setup and deployment of Samsung Knox Suite as well as the effort to review enterprise and security features and device testing before rolling out Samsung Knox Suite to the entire organisation over a three-year period.
- **Total license costs of £563,000.** These costs comprise an annual fee for Samsung Knox Suite that includes access to a full range of enterprise mobility management features, covering Knox Platform for Enterprise, Knox Mobile Enrollment, Knox Manage, Knox Asset Intelligence and Knox E-FOTA.

The financial analysis that is based on the interviews found that a composite organisation experience benefits of £2.9 million over three years versus costs of £588,000, adding up to a net present value (NPV) of £2.3 million and an ROI of 392%.

Hardware cost savings

£1.3 million

“Knox has delivered tangible ROI by enabling us to maintain a static IT team while scaling from 3,000 to over 10,500 devices. Features like Knox E-FOTA and Knox Asset Intelligence automate complex tasks, reduce manual effort and allow proactive maintenance — avoiding downtime and improving the user experience without additional headcount.”

Mobility and automation manager in IT and digital, public sector (police)

Key Statistics

392%

Return on investment (ROI)

£2.9M

Benefits PV

£2.3M

Net present value (NPV)

<6 months

Payback

Benefits (Three-Year)



The Samsung Knox Suite Customer Journey

We interviewed IT managers responsible for the mobile device fleets in their public sector organisations across a wide range of workflow use cases in order to determine the drivers leading to an investment in Samsung Knox Suite.

Interviews			
Role	Industry	Region	Number of mobile devices
Mobility and automation manager in IT and digital	Public sector (police)	UK	10,500
Head of IT	Public sector (railways)	UK	7400
Senior mobility manager	Public sector (railways)	UK	2500
Managed mobile standard service manager	Government, shipbuilding, and defence	UK	17000

Key Challenges

Before implementing Samsung Knox Suite, the interviewees told us that their organisations had seen increased demand for and use of employee-role-based devices to provide their workforce with the flexibility needed to be more efficient in their roles.

Interviewees noted that their organisations struggled with common challenges, including:

- **Managing firmware through bespoke policies.** One interviewee mentioned the administrative overhead of having a policy that didn't allow them to update devices, lifting that policy in order to do an update and then blocking updates again. This resulted in less efficient IT teams.
- **The high costs of previous devices.** Interviewees reported high hardware and support costs. Legacy devices were not compatible with important apps, while updating the devices resulted in multiple apps not working — which then took two to three months to fix. Interviewees' organisations also wanted devices that could work efficiently across on-premises and outdoor environments.
- **Balancing employee flexibility and organisation security.** The use of legacy devices led to employees working with flexibility, but it significantly increased the risk of exposing organisational data and opening up systems to malware and other security risks. The interviewees reported that they had to take actions to mitigate those security risks, but those measures led to a poor experience for end users and unreliable access to the functionality they needed on their devices. Users were unproductive, sometimes for hours, when they needed to leave their devices with a technician to be enrolled, configured or updated. As well as a poor employee experience, these security measures also resulted in a loss of capital in the form of software, hardware, administration and maintenance expenses.
- **Siloed data and insights.** Interviewees frequently mentioned that they struggled with narrow views of device-related data, as legacy systems had limited data analytics capabilities, which made it difficult to make data-driven decisions. Data was often scattered across different tools and legacy systems; this fragmentation prevented IT teams from getting a complete, real-time picture of all the devices they managed.

Solution Requirements

The interviewees searched for a solution that could:

- **Migrate from a hosted server to the cloud.** Interviewees mentioned searching for a cloud-based mobile device management solution that would give them access to more advanced features and better device management capabilities.
- **Provide innovative features to help their organisations become more agile.** Interviewees wanted a solution that could provide deeper integration with mobile devices and advanced features, such as app exemptions from battery optimisation.

They wanted a solution that was better than the mobile device management solutions available in the market in order to justify the additional investment.

- **Empower employees with device data.** Interviewees wanted a better understanding of the performance of their devices in terms of apps, battery life and software updates so that they could use these insights to make more strategic decisions in the future.

“Knox Asset Intelligence and Knox remote support have been game-changers. Instead of shipping devices back and forth or sending engineers onsite, we diagnose and resolve issues in minutes. That saves time, reduces costs and keeps frontline staff productive.”

Head of IT, public sector (railways)

“With Knox E-FOTA, firmware compliance across our estate has jumped from an estimated 40% to 50% to 80% to 90%. That level of control reduces security risk and ensures we meet regulatory standards. The ability to lock devices to our organisation and manage updates centrally is invaluable for a force handling sensitive data.”

Mobility and automation manager in IT and digital, public sector (police)

Composite Organisation

Based on the interviews, Forrester constructed a TEI framework, a composite company, and an ROI analysis that illustrates the areas financially affected. The composite organisation is representative of the interviewees' organisations, and it is used to present the aggregate financial analysis in the next section. The composite organisation has the following characteristics:

- **Description of composite.** The UK-based public sector organisation has annual revenue of over £5 billion and approximately 10,000 employees in multiple offices or working remotely. Prior to adopting Samsung Knox Suite, the organisation has a large fleet of devices from different vendors, which it manages with bespoke policies and limited data analytics capabilities.
- **Deployment characteristics.** The composite organisation begins using Samsung Knox Suite in Year 1. The initial rollout covers 60% of the workforce, and it scales to 100% by Year 3. The implementation includes the full Knox Suite Enterprise Plan, including Knox Mobile Enrolment (KME), Knox E-FOTA, Knox Asset Intelligence and Knox Remote Support.

KEY ASSUMPTIONS

- £5 billion revenue
- 10,000 employees
- 9,500 mobile devices
- 500 tablets

Analysis Of Benefits

Quantified benefit data as applied to the composite

Total Benefits						
Ref.	Benefit	Year 1	Year 2	Year 3	Total	Present Value
Atr	IT team efficiency gains	£388,800	£213,840	£78,408	£681,048	£589,091
Btr	End-user efficiency gains	£144,000	£744,480	£272,976	£1,161,456	£951,273
Ctr	Support team and end-user efficiency gains due to a reduction in the support needed	£28,800	£31,680	£34,848	£95,328	£78,545
Dtr	Hardware cost savings	£882,000	£441,000	£147,000	£1,470,000	£1,276,724
	Total benefits (risk-adjusted)	£1,443,600	£1,431,000	£533,232	£3,407,832	£2,895,633

IT Team Efficiency Gains

Evidence and data. Interviewees reported that prior to adopting Samsung Knox Suite, device enrolment processes were tedious and time-consuming for their IT teams. IT staff had to enrol each device with the correct network details, applications and security settings. The interviewees said their organisations also configured the mobile devices in a centralised location, which further slowed the process and varied significantly for the types of devices enrolled. This created a disproportionate administrative burden due to the need for device preparation, enrolment, exception handling and employee follow-up; on average, this took 2 to 3 hours for each device.

With the transition to Samsung Knox Suite, the interviewees' organisations moved to a low-touch device enrolment process that streamlined the process and saved their IT teams significant amounts of time. IT teams were able to seamlessly configure and enrol devices in a much shorter time. Interviewees also noted other IT benefits, such as improved patch management, fewer SLA breaches and enhanced remote support.

IT teams were also able to use Knox Asset Intelligence to review and analyse large amounts of device-related data. This helped them avoid issues related to devices, applications and security.

Modelling and assumptions. Based on the interviews, Forrester assumes the following about the composite organisation:

- The composite organisation enrolls 6,000 devices on the Samsung Knox Enterprise Plan in Year 1, adds 3,000 more devices in Year 2 and 1,000 more devices in Year 3 — enrolling the devices of all 10,000 employees.
- Before the investment in Samsung Knox Suite, the composite spends an average of 150 minutes on enrolling each device.
- After deploying Knox Mobile Enrollment (KME), the composite's IT staff reduce the device enrolment time by 90% to an average of 15 minutes per device.
- The average fully burdened hourly rate for an IT administrator is £36 per hour in Year 1, with a 3% year-over-year increase in the rate for Y2 and Y3.

Risks. The ability of organisations to realise this benefit will vary due to differences in:

- The number of devices enrolled and the differences in their operating systems.
- The efficiency gains from the enrolment tool deployed in the past.

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- Complications related to the types of applications and device features used.

Results. To account for these risks, Forrester adjusted this benefit downward by 20%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of £589,000.

90%

Reduction in device enrolment time

“Samsung Knox E-FOTA gives us full control over firmware updates. We can test, approve and roll out updates in structured rings — preventing app failures and costly downtime.”

Senior mobility manager, public sector (railways)

IT Team Efficiency Gains					
Ref.	Metric	Source	Year 1	Year 2	Year 3
A1	Devices enrolled on Samsung Knox Enterprise Plan	Composite	6,000	3,000	1,000
A2	Device setup time before implementing Samsung Knox Enterprise Plan (minutes)	Composite	150	150	150
A3	Device setup time after implementing Samsung Knox Enterprise Plan (minutes)	Composite	15	15	15
A4	Hours saved per device setup	Composite	2.25	2.25	2.25
A5	Subtotal: Total number of IT team hours saved	A1*A4	13,500	6,750	2,250
A6	Fully burdened hourly rate for an IT administrator	TEI methodology	£36.00	£39.60	£43.56
At	IT team efficiency gains	A5*A6	£486,000	£267,300	£98,010
	Risk adjustment	↓20%			
Atr	IT team efficiency gains (risk-adjusted)		£388,800	£213,840	£78,408
Three-year total: £681,048			Three-year present value: £589,091		

End-User Efficiency Gains

Evidence and data. Interviewees described how end users at their organisations also spent less time setting up new devices after the deployment of KME capabilities. As device enrolment became seamless, end users were able to get their devices enrolled and ready in a much shorter time. The interviewees’ organisations had a mix of office-based and remote employees: Due to a much more efficient device enrolment and configuration system, these employees no longer needed to block out hours of their time for enrolment and could focus on more important tasks related to their daily work.

Moreover, as interviewees’ IT teams could configure, enrol and manage mobile devices faster, the amount of time users found themselves without access to their devices was also reduced drastically, which led to end-user efficiency gains. Interviewees reported that the Knox E-FOTA firmware management tool (part of Knox Suite) manages firmware and operating system updates, allowing their IT teams to run staged update campaigns, suppress updates for compatibility testing and ensure that critical business apps remain functional before mass deployment.

Modelling and assumptions. Based on the interviews, Forrester assumes the following about the composite organisation:

The Total Economic Impact™ Of Samsung Knox Suite

- Before implementing Samsung KME, the composite's office-based end users lose 2 to 3 hours to their device setup process.
- This downtime is much higher for remote workers. As they have to travel to the IT team's location, they lose an average of 8 hours or one working day when enrolling their device.
- After deploying Samsung KME, users only need an average of 10 minutes to understand device enrolment and functioning.
- The average fully burdened hourly rate for an employee is £36 per hour in Year 1, with a 3% year-over-year increase in the rate for Y2 and Y3.

Risks. The ability of organisations to realise this benefit will vary due to differences in:

- The number of office-based and remote employees and their organisations' ability to perform device enrolment at multiple locations.
- The efficiency gains versus the enrolment tools previously used in the organisation.
- Complications related to the types of applications and device features used.

Results. To account for these risks, Forrester adjusted this benefit downward by 20%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of £951,000.

7.8 hours

Saved per remote employee for device setup

"Previously, engineers had to contact users manually to update devices. Now, with Knox, we select a batch and roll out patches in a controlled way — saving time and reducing risk."

Managed mobile standard service manager, government, shipbuilding and defence

End-User Efficiency Gains					
Ref.	Metric	Source	Year 1	Year 2	Year 3
B1	Devices enrolled for office-based employees	A1	6,000		
B2	Time spent by office-based employee on understanding their new device setup before implementing Samsung Knox Enterprise Plan (minutes)	Composite	60		
B3	Time spent on understanding the new device setup after implementing Samsung Knox Enterprise Plan (minutes)	Composite	10		
B4	Hours saved per device setup for office-based employee	Composite	0.83		
B5	Subtotal: Total number of office-based employee hours saved	B1*B4	5,000		
B6	Devices enrolled for remote employees	A1	0	3,000	1,000
B7	Time spent by remote employees on travelling to an IT location and understanding their new device setup before implementing Samsung Knox Enterprise Plan (hours)	Interviews	8	8	8
B8	Time spent on understanding the new device setup after implementing Samsung Knox Enterprise Plan (minutes)	Interviews	10	10	10
B9	Hours saved per device setup for remote employees	B7-(B8/60)	7.83	7.83	7.83
B10	Subtotal: Total number of remote employee hours saved	B6*B9	0	23,500	7,833
B11	Total number of employee hours saved	B5+B10	5,000	23,500	7,833
B12	Average fully burdened hourly rate for an employee	TEI standard	£36.00	£39.60	£43.56
Bt	End-user efficiency gains	B11*B12	£180,000	£930,600	£341,220
	Risk adjustment	↓20%			
Btr	End-user efficiency gains (risk-adjusted)		£144,000	£744,480	£272,976
Three-year total: £1,161,456			Three-year present value: £951,273		

Support Team And End-User Efficiency Gains Due To A Reduction In The Support Needed

Evidence and data. Interviewees reported that they significantly reduced the total number of support tickets for their IT teams after deploying Samsung Knox Suite. The improvements in device management capabilities resulted in increased stability and performance, which led to fewer support desk tickets related to mobile device functioning. The interviewees mentioned that there were fewer calls related to common issues like password resets, application installation and configuration requests, thereby reducing the number of related support desk tickets. All interviewees reported quicker issue resolution and more efficient handling of both mobility and general IT queries.

Due to the reduction in these calls, the interviewees' organisations were able to redeploy support staff to higher-value tasks instead of spending their time resolving device-related issues. As a result, IT and support teams could be more responsive to their organisations' business needs; team members were also more satisfied with their jobs. Moreover, it also led to better user satisfaction and efficiency as users avoided making support calls and could spend their time on more important tasks.

Modelling and assumptions. Based on the interviews, Forrester assumes the following about the composite organisation:

- Before deploying Samsung Knox Suite, the composite's support center team handles 2,000 calls per year related to device issues.

The Total Economic Impact™ Of Samsung Knox Suite

- Each support call, on average, lasts 30 minutes before the issue is diagnosed and resolved.
- After the deployment of Samsung Knox Suite Enterprise Plan, users have fewer issues with their devices, which results in a 50% reduction in these device-related support calls.
- The average fully burdened hourly rate for a support centre employee is £36 per hour in Year 1, with a 3% year-over-year increase in the rate for Y2 and Y3.

Risks. The ability of organisations to realise this benefit will vary due to differences in:

- The number of support calls attributed to device management and the average time it takes to resolve device-related issues.
- The efficiency gains versus the legacy device management solution used in the organisation.
- Complications related to the types of device complaints.

Results. To account for these risks, Forrester adjusted this benefit downward by 20%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of £79,000.

50%

Decrease in support desk calls

“We leverage Knox Asset intelligence for troubleshooting device issues, and [we’re] now exploring it for predictive maintenance, such as analysing battery degradation trends to proactively replace batteries and avoid user disruption.”

Senior mobility manager, public sector (railways)

Support Team And End-User Efficiency Gains Due To A Reduction In The Support Needed					
Ref.	Metric	Source	Year 1	Year 2	Year 3
C1	Support desk calls attributed to device-related issues before implementing Samsung Knox Enterprise Plan	Interviews	2,000	2,000	2,000
C2	Decrease in support desk calls after implementing Samsung Knox Enterprise Plan	Interviews	50%	50%	50%
C3	Subtotal: Support desk calls avoided	C1*C2	1,000	1,000	1,000
C4	Average time spent by support team per call (hours)	Interviews	0.50	0.50	0.50
C5	Total hours saved by support desk	C3*C4	500	500	500
C6	Total hours saved by users	C5	500	500	500
C7	Fully burdened hourly rate for an employee	B12	£36.00	£39.60	£43.56
Ct	Support team and end-user efficiency gains due to a reduction in the support needed	(C5+C6)*C7	£36,000	£39,600	£43,560
	Risk adjustment	↓20%			
Ctr	Support team and end-user efficiency gains due to a reduction in the support needed (risk-adjusted)		£28,800	£31,680	£34,848
Three-year total: £95,328			Three-year present value: £78,545		

Hardware Cost Savings

Evidence and data. Most of the interviewees had been using a solution from a different vendor to manage devices in the past. Interviewees reported that one of the biggest benefits of switching to Samsung was that they were able to decommission their more expensive devices. As Samsung provided devices suited to different budgets, employee roles and profiles, their organisations had the option to deploy the device best suited to various employee types, such as front-office, remote and back-office employees. This led to considerable savings on hardware costs, as the interviewees' organisations were able to save money by choosing the devices that offered the best value for money from a range of premium to low-cost devices.

Interviewees also noted that another key benefit of Samsung Knox Suite is its ability to operate on all new and old Samsung devices, including premium devices and Enterprise Edition. Interviewees reported having a consistent management capability for their device fleets of different ages, which enhanced the efficiency of their IT and end-user operations teams.

Modelling and assumptions. Based on the interviews, Forrester assumes the following about the composite organisation:

- The composite spends an average of £700 per employee per device before switching to Samsung.
- After deploying Samsung devices, the composite organisation is able to save 30% of these device-related costs.
- The composite organisation enrolls 6,000 devices on Samsung Knox Enterprise Plan in Year 1, adds 3,000 more devices in Year 2 and 1,000 more devices in Year 3 — enrolling the devices of all 10,000 employees.

Risks. The ability of organisations to realise this benefit will vary due to differences in:

- The type of legacy devices used and their cost to the organisation.
- The number of devices deployed across the organisation and employees' needs for the devices.

Results. To account for these risks, Forrester adjusted this benefit downward by 30%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of £1.3 million.

30%

Average device spend savings

“Samsung Knox Suite lets us lock down and secure even mid-range Samsung devices to the same standard as high-end models, giving us top-tier security, compliance, and manageability.”

Senior mobility manager, public sector (railways)

Hardware Cost Savings					
Ref.	Metric	Source	Year 1	Year 2	Year 3
D1	Average device spend before switching to Samsung	Interviews	£700	£700	£700
D2	Average device spend after switching to Samsung	Interviews	£490	£490	£490
D3	Samsung devices	A1	6,000	3,000	1,000
Dt	Hardware cost savings	(D1-D2)*D3	£1,260,000	£630,000	£210,000
	Risk adjustment	130%			
Dtr	Hardware cost savings (risk-adjusted)		£882,000	£441,000	£147,000
Three-year total: £1,470,000			Three-year present value: £1,276,724		

Unquantified Benefits

Interviewees mentioned the following additional benefits that their organisations experienced but were not able to quantify:

- Savings attributed to a reduction in device malfunctioning.** Interviewees said that Samsung Knox Suite components like Knox Asset Intelligence allowed their organisations to identify device issues at an early stage. They could optimise battery health and runtime performance by quickly recognising which applications were crashing, using more battery capacity or were responsible for poor functioning of the devices. As a result, their IT teams were able to resolve problems more quickly and before they became bigger issues; they were also able to perform fixes on all devices. These features also enabled the interviewees' organisations to be selective about which devices to refresh rather than just retire. Over a period of time, the interviewees' organisations experienced fewer technology issues, leading to greater employee efficiency and a reduced workload for IT and support teams.
- Enhanced security and compliance.** Interviewees reported that they were able to better secure their mobile environments and reduce the risk and potential impact of a cybersecurity incident after deploying Samsung Knox Suite. They previously lacked the visibility needed to fully understand their risk exposure. Identifying and remediating security vulnerabilities with their legacy tool was often inefficient and expensive. Samsung Knox Suite provided the interviewees' organisations with the tools needed to reduce breach risk exposure, while IT administrators were able to use them to quickly block access to risky applications, drastically reducing compliance violations. Additionally, their IT administrators used Knox Asset Intelligence to gain actionable visibility into device-related vulnerabilities, which allowed them to respond quickly to threats. Interviewees highlighted the enhanced security provided by Samsung Knox, including device encryption, secure management and the ability to lock down devices, noting the absence of major security incidents or legal costs related to mobility since adopting the Samsung Knox Suite.
- Increased organisational agility and better control.** Interviewees mentioned that their organisations improved their ability to manage their mobile devices across their lifecycle of enrolment, adoption, updates and retirement after deploying Samsung Knox Suite. As a result, their organisations were better able to deploy new devices, enrol devices for new employees faster and update devices seamlessly.
- Superior employee experiences and adoption.** Interviewees noted that the drastic reduction in device-related issues after deploying Samsung Knox Suite resulted in an improved employee experience. Employees no longer had to contact their IT team for service support because the devices seldomly malfunctioned. Also, employees were able to seamlessly perform critical tasks thanks to information, processes and security policies that enhanced their ability to be more productive. This helped create an environment that increased employee satisfaction and provided a better end-customer experience.

“Knox Mobile Enrolment enhances security by assigning devices to specific builds, reducing the risk of QR code misuse and ensuring only authorised devices are enrolled.”

Managed mobile standard service manager, government, shipbuilding, and defence

Flexibility

The value of flexibility is unique to each customer. There are multiple scenarios in which a customer might implement Samsung Knox Suite and later realise additional uses and business opportunities, including:

- **The accelerated use of technology to mature their organisation’s digital capabilities.** Several interviewees mentioned that the benefits of Samsung Knox Suite extend beyond efficiently managing, controlling and securing mobile devices. Their organisations have secured and supported their distributed workforce while optimising costs, thanks to their continued use of Samsung Knox Enterprise Suite. They said they’re able to reduce costs by consolidating third-party tools, enabling seamless device management and leveraging automation to address device issues, resulting in fewer support tickets and less device downtime.

Flexibility would also be quantified when evaluated as part of a specific project (described in more detail in [Total Economic Impact Approach](#)).

“Knox’s deep integration with Samsung devices gives us capabilities other Android vendors can’t match. That’s why we stuck with Knox despite having other MDM licenses.”

Senior mobility manager, public sector (railways)

Analysis Of Costs

Quantified cost data as applied to the composite

Total Costs							
Ref.	Cost	Initial	Year 1	Year 2	Year 3	Total	Present Value
Etr	Total implementation costs	£10,615	£5,308	£5,838	£6,422	£28,184	£25,091
Ftr	Total license costs	£0	£165,600	£248,400	£276,000	£690,000	£563,198
	Total costs (risk-adjusted)	£10,615	£170,908	£254,238	£282,422	£718,184	£588,289

Total Implementation Cost

Evidence and data. Interviewees reported that the process of implementing Samsung Knox Suite was smooth, fast, and easy. The platform's ease of setup and Samsung's support team minimised the time and resources required to deploy it. The IT team of the composite organisation reviewed the enterprise and security features and tested devices before rolling out Samsung Knox Suite to the entire organisation over a three-year period.

Modelling and assumptions. Based on the interviews, Forrester assumes the following about the composite organisation:

- The composite organisation dedicates four full-time employees (FTEs) to the initial planning and implementation phase of its Samsung Knox Suite deployment.
- The initial implementation phase lasts four weeks, with each FTE spending 16 hours on it per week.
- For implementation in Y1, Y2 and Y3, the composite organisation dedicates two FTEs for four weeks each year, with each FTE spending 16 hours on it per week.
- The average fully burdened hourly rate for an IT manager is £36, with a 3% year-over-year increase in the rate for Y2 and Y3.

Risks. This cost can vary across organisations due to differences in:

- The complexity of the environment and its ability to manage, test and deploy Samsung Knox Suite.
- The experience and skill set of IT FTEs.

Results. To account for these risks, Forrester adjusted this cost upward by 15%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of £25,000.

“Knox Mobile Enrollment made deployment seamless. Instead of complex steps like tapping six times and scanning QR codes, staff simply power on the device, log in, and everything is provisioned automatically. This simplicity saved thousands of hours during rollout and continues to streamline onboarding for new employees.”

Head of IT, public sector (railways)

Total Implementation Cost						
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3
E1	IT employees involved in the initial implementation	Composite	4			
E2	IT hours spent on the initial implementation per IT employee per week	Composite	16			
E3	Initial implementation period (weeks)	Composite	4			
E4	Subtotal: Total IT hours spent on initial implementation	E1*E2*E3	256			
E5	IT employees involved in implementation every year	Composite		2	2	2
E6	IT hours spent on yearly implementation per week	Composite		16	16	16
E7	Yearly implementation period (weeks)	Composite		4	4	4
E8	Subtotal: Total IT hours spent on yearly implementation	E5*E6*E7	0	128	128	128
E9	Total IT hours spent on implementation	E4+E8	256	128	128	128
E10	Fully burdened hourly rate for an IT manager	TEI standard	£36	£36	£40	£44
Et	Total implementation cost	E9*E10	£9,231	£4,615	£5,077	£5,585
	Risk adjustment	†15%				
Etr	Total implementation cost (risk-adjusted)		£10,615	£5,308	£5,838	£6,422
Three-year total: £28,184			Three-year present value: £25,091			

Total License Costs

Evidence and data. The interviewees' organisations held Samsung Knox Suite licenses that included access to the full range of enterprise mobility management features: These include Knox Platform for Enterprise, Knox Mobile Enrollment and Knox Suite Enterprise Plan (incorporating Knox Manage, Knox E-FOTA and Knox Asset Intelligence). Interviewees reported that their organisations incurred annual fees for Samsung Knox Suite. This annual fee was charged per device.

Modelling and assumptions. Based on the interviews, Forrester assumes the following about the composite organisation:

- The composite organisation pays a fee of £24 per year per device enrolled and managed by Samsung Knox Suite.

Risks. The ability of organisations to incur this cost will vary due to differences in Samsung Knox enterprise license fees by plan, duration and the number of devices.

Results. To account for these risks, Forrester adjusted this cost upward by 15%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of £563,000.

“The pricing model is simple and predictable — per device per year — which makes budgeting straightforward and ROI easy to demonstrate. When you compare the license cost to the potential cost of downtime or security incidents, Knox is a no-brainer. The risk mitigation alone makes it worth the investment.”

Head of IT, public sector (railways)

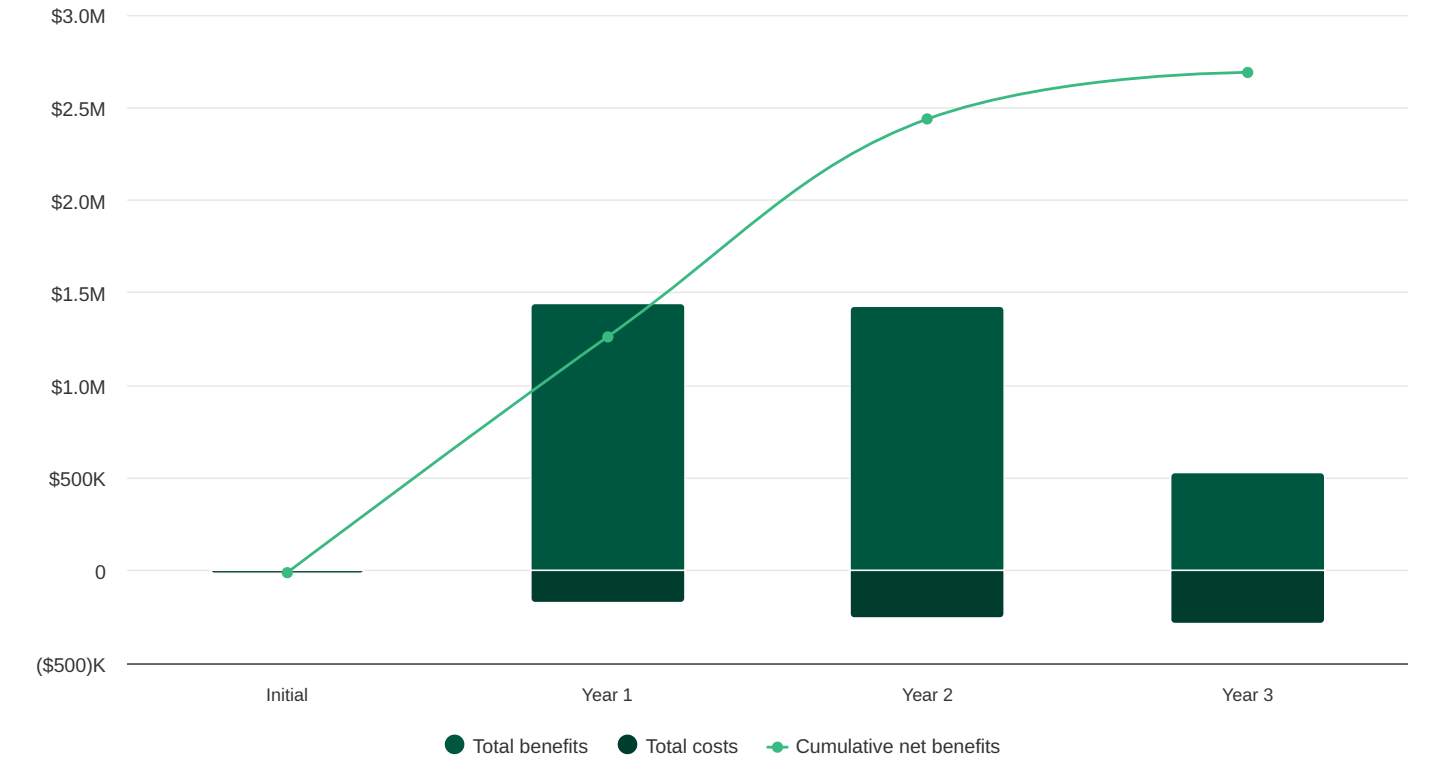
The Total Economic Impact™ Of Samsung Knox Suite

Total License Costs						
Ref.	Metric	Source	Initial	Year 1	Year 2	Year 3
F1	Employees using Samsung devices managed on Samsung Knox Enterprise plan	Composite		6,000	9,000	10,000
F2	License fee per device	Composite		£24	£24	£24
Ft	Total license costs	F1*F2	£0	£144,000	£216,000	£240,000
	Risk adjustment	†15%				
Ftr	Total license costs (risk-adjusted)		£0	£165,600	£248,400	£276,000
Three-year total: £690,000			Three-year present value: £563,198			

Financial Summary

Consolidated Three-Year, Risk-Adjusted Metrics

Cash Flow Chart (Risk-Adjusted)



Cash Flow Analysis (Risk-Adjusted)						
	Initial	Year 1	Year 2	Year 3	Total	Present Value
Total costs	(£10,615)	(£170,908)	(£254,238)	(£282,422)	(£718,184)	(£588,289)
Total benefits	£0	£1,443,600	£1,431,000	£533,232	£3,407,832	£2,895,633
Net benefits	(£10,615)	£1,272,692	£1,176,762	£250,810	£2,689,648	£2,307,344
ROI						392%
Payback						<6 months

Please Note

The financial results calculated in the Benefits and Costs sections can be used to determine the ROI, NPV, and payback period for the composite organisation's investment. Forrester assumes a yearly discount rate of 10% for this analysis.

These risk-adjusted ROI, NPV, and payback period values are determined by applying risk-adjustment factors to the unadjusted results in each Benefit and Cost section.

The initial investment column contains costs incurred at "time 0" or at the beginning of Year 1 that are not discounted. All other cash flows are discounted using the discount rate at the end of the year. PV calculations are calculated for each total cost and benefit estimate. NPV calculations in the summary tables are the sum of the initial investment and the discounted cash flows in each year. Sums and present value calculations of the Total Benefits, Total Costs, and Cash Flow tables may not exactly add up, as some rounding may occur.

TEI Framework And Methodology

From the information provided in the interviews, Forrester constructed a Total Economic Impact™ framework for those organisations considering an investment in Samsung Knox Suite.

The objective of the framework is to identify the cost, benefit, flexibility, and risk factors that affect the investment decision. Forrester took a multistep approach to evaluate the impact that Samsung Knox Suite can have on an organisation.

Due Diligence

Interviewed Samsung stakeholders and Forrester analysts to gather data relative to Samsung Knox Suite.

Interviews

Interviewed four decision-makers at organisations using Samsung Knox Suite to obtain data about costs, benefits, and risks.

Composite Organisation

Designed a composite organisation based on characteristics of the interviewees' organisations.

Financial Model Framework

Constructed a financial model representative of the interviews using the TEI methodology and risk-adjusted the financial model based on issues and concerns of the interviewees.

Case Study

Employed four fundamental elements of TEI in modelling the investment impact: benefits, costs, flexibility, and risks. Given the increasing sophistication of ROI analyses related to IT investments, Forrester's TEI methodology provides a complete picture of the total economic impact of purchase decisions. Please see [Appendix A](#) for additional information on the TEI methodology.

Glossary

Total Economic Impact Approach

Benefits

Benefits represent the value the solution delivers to the business. The TEI methodology places equal weight on the measure of benefits and costs, allowing for a full examination of the solution's effect on the entire organisation.

Costs

Costs comprise all expenses necessary to deliver the proposed value, or benefits, of the solution. The methodology captures implementation and ongoing costs associated with the solution.

Flexibility

Flexibility represents the strategic value that can be obtained for some future additional investment building on top of the initial investment already made. The ability to capture that benefit has a PV that can be estimated.

Risks

Risks measure the uncertainty of benefit and cost estimates given: 1) the likelihood that estimates will meet original projections and 2) the likelihood that estimates will be tracked over time. TEI risk factors are based on “triangular distribution.”

Financial Terminology

Present value (PV)

The present or current value of (discounted) cost and benefit estimates given at an interest rate (the discount rate). The PVs of costs and benefits feed into the total NPV of cash flows.

Net present value (NPV)

The present or current value of (discounted) future net cash flows given an interest rate (the discount rate). A positive project NPV normally indicates that the investment should be made unless other projects have higher NPVs.

Return on investment (ROI)

A project's expected return in percentage terms. ROI is calculated by dividing net benefits (benefits less costs) by costs.

Discount rate

The interest rate used in cash flow analysis to take into account the time value of money. Organisations typically use discount rates between 8% and 16%.

Payback

The breakeven point for an investment. This is the point in time at which net benefits (benefits minus costs) equal initial investment or cost.

Appendixes

APPENDIX A

Total Economic Impact

Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists solution providers in communicating their value proposition to clients. The TEI methodology helps companies demonstrate, justify, and realise the tangible value of business and technology initiatives to both senior management and other key stakeholders.

APPENDIX B

Endnotes

¹ Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists solution providers in communicating their value proposition to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of business and technology initiatives to both senior management and other key stakeholders.

Disclosures

Readers should be aware of the following:

This study is commissioned by Samsung and delivered by Forrester Consulting. It is not meant to be used as a competitive analysis.

Forrester makes no assumptions as to the potential ROI that other organisations will receive. Forrester strongly advises that readers use their own estimates within the framework provided in the study to determine the appropriateness of an investment in Samsung Knox Suite. For any interactive functionality, the intent is for the questions to solicit inputs specific to a prospect's business. Forrester believes that this analysis is representative of what companies may achieve with Samsung Knox Suite based on the inputs provided and any assumptions made. Forrester does not endorse Samsung or its offerings. Although great care has been taken to ensure the accuracy and completeness of this model, Samsung and Forrester Research are unable to accept any legal responsibility for any actions taken on the basis of the information contained herein.

Samsung reviewed and provided feedback to Forrester, but Forrester maintains editorial control over the study and its findings and does not accept changes to the study that contradict Forrester's findings or obscure the meaning of the study.

Samsung provided the customer names for the interviews but did not participate in the interviews.

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