

Collaborative Enterprise Support FAQ for Customers

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Overview

What is Collaborative Enterprise Support?

Check Point Collaborative Enterprise Support extends local first-line support from your Certified Collaborative Support Provider (CCSP) Partner with Check Point's backline expert resources to give you the most comprehensive service available:

| Co-Standard | Co-Premium | Co-Elite |
|--|--|--|
| 5 x 9 support (business days) | 7 x24 x 365 support all day every day | 7 x24 x 365 support all day every day |
| | Fast path escalations | Fast path escalations |
| Indirect 30 minute response for severity 1 issues | Direct 30 minute response for severity 1 issues | Direct 30 minute response for severity 1 and 2 issues |
| Advanced access to SecureKnowledge | Expert access to SecureKnowledge | Expert access to SecureKnowledge |
| Upgrades, releases, bug fixes | Upgrades, releases, bug fixes | Upgrades, releases, bug fixes |
| | | Onsite engineer for critical service requests |

How does it work?

Whenever you need help, contact your local CCSP Partner for first-line support. If for some reason they are unavailable to solve your issue, they will escalate your request directly to Check Point's global, 24X7 Technical Assistance Centers. We will open a service request (SR) for you in SecureTrak, and send you an email with the details so you can view and track your request any time. Our backline engineers will work on your request with all of our available resources until the issue is resolved to your satisfaction.

Who offers it?

Collaborative Enterprise Support is delivered through select Check Point Certified Collaborative Support Provider (CCSP) Partners, but is not currently available in all geographies. Contact your local CCSP to find out more and request a quote, or use our [Partner Locator](#) to find a CCSP in your area.

Features and Options

I want 7 x 24 technical support – do I need to upgrade?

Co-Premium and Co-Elite are the only 7 x 24 support solutions. If you currently have Co-Standard support you need to upgrade to Co-Premium or Co-Elite to receive 7 x 24 x 365 support.

Can I get onsite support?

Most CCSPs offer onsite support with different service levels for mission-critical customers. If you need onsite support, contact your CCSP for a quote and more information about availability, coverage and response times.

Who do I contact for support?

Your CCSP is your primary point of contact for all your support needs. You should contact them first when you need any support or service. If they are unable to resolve your need, your issue will be escalated to Check Point support and we will work together to resolve your issue.



Can I contact Check Point directly for support?

Only customers with Co-Premium and Co-Elite support can contact Check Point directly to resolve severity 1 issues.

How do I view or find the status of my service requests?

Your CCSP is your point of contact for all of your support needs, and will provide status on your open requests. You can view requests that have been escalated by your CCSP to Check Point through SecureTrak, our online service request system. [Log into SecureTrak](#) with your User Center account.

What does 'indirect, direct' for severity 1 issues mean? How does it work?

Indirect means you contact your CCSP first for severity 1 issues.

Direct means you contact Check Point for severity 1 issues.

If you have Co-Standard Support, contact your CCSP first for severity 1 issues. They will escalate the issue to Check Point backline support if necessary.

If you have Co-Premium or Co-Elite support, you can contact Check Point directly for severity 1 issues.

What's the definition of 'Severity 1'?

A severity 1 issue is defined in as "An *Error* isolated to *Software* that renders product inoperative or causes the product to fail catastrophically; e.g., major system impact, system down." You'll find more information, definitions, and commitments from your CCSP and in our Service Level Agreement (SLA).

How can I get faster RMA service?

Co-Premium and Co-Elite support have improved SLA terms which include authorizing our partners to make RMA determinations, which can save up to 24 hours.

What does 'Fast Path Escalation' mean?

Fast path escalation means your service requests are automatically escalated to Check Point, regardless of the severity, and will be handled directly by our most experienced support engineers. The feature is only available to customers with Co-Premium and Co-Elite support levels.

Can I create or edit requests using SecureTrak?

No, you can only view requests that have been escalated to Check Point by your CCSP. You cannot create or edit requests. If you need to add more information to an open request like debugging output or configuration files, please send Check Point an email with your request number and your request will be updated.

What is a 'feature upgrade' compared to a 'bug fix'?

A 'feature upgrade' is defined as any product release that contains new features and upgrades, e.g., a minor or major release. A 'bug fix' is the repair or replacement of an object or executable code in a product to fix an error. Hot Fix Accumulators (HFAs) include multiple product fixes and patches in one download, and are categorized as "bug fix" rather than a "feature upgrade."

What is SecureKnowledge? What do I get with Advanced Access?

SecureKnowledge is our online, self-service knowledgebase designed to quickly and easily answer all of your Check Point installation, configuration and upgrade questions. Advanced Access gives



you expanded solutions, tips, resource guides, diagnostics and troubleshooting tools to help reduce your solution time.

Availability and Pricing

How much does it cost?

Collaborative Enterprise Support is priced as a percentage of your total installed Check Point account value. Tiered pricing provides a better value for larger accounts. Please see the [Price List](#) for more information, or contact your CCSP Partner for a quote and detailed pricing information.

How do I get a quote?

You can get a quote for any Check Point Support program through your CCSP.

How much do feature upgrades and major releases cost?

Contact your CCSP for more details about pricing and ask for a quote.

Can I get Collaborative Enterprise Support if I already have support?

Most support programs are annual contracts, but your local CCSP may offer a transition or 'trade in' if you want to move to Collaborative Enterprise Support now. Contact your CCSP to ask if this is possible and to learn more about terms and pricing.

Can I upgrade from one program level to another? How does that work?

You can change your program level when you renew your support contract at the end of your annual term. If you want to change from one program to another before your renewal date, contact your CCSP for terms and conditions.

Where can I find more information like datasheets and Service Level Agreements?

Collaborative Enterprise Support is available to select CCSPs and geographies, so information is available where the service is available. Please contact your CCSP for datasheets, Service Level Agreements and more information.

