

Enterprise Diamond Support FAQ

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Overview

What is Enterprise Diamond Support?

Enterprise Diamond Support creates a direct partnership between your support team and Check Point's extensive resources, delivering comprehensive and tailored solutions that meet your critical needs, quickly and efficiently.

What are the features of Enterprise Diamond Support?

Enterprise Diamond Support extends the benefits of Direct Enterprise Premium Support with personalized support and consulting:

- Designated Enterprise Support technical engineer for all your support needs
- Unique, dedicated support number for direct access to Check Point
- Priority access to Check Point's most senior technical support engineers
- Expert Access to the most in-depth technical solutions in our SecureKnowledgeSM database
- Ongoing communication, updates, and monthly or quarterly service analysis reviews*
- Yearly "Meet the Experts" session for 3 to 6 people
- Onsite support and assistance for 4 to 10 days*
- Phone consultation and planning for 8 to 24 hours*
- Simulation of your unique environment for quick analysis and troubleshooting
- Dedicated time in Check Point's Interoperability lab
- Documented Service Level Agreement (SLA) ensuring Quality of Service (QoS)

**Varies by account level (see Availability and Pricing for details).*

What are the benefits of Enterprise Diamond Support?

Enterprise Diamond Support's personalized features offer many benefits, including:

- High-level, reliable support partnership based on trust and collaboration
- Dependable direct expert who acts as an advocate for all your support needs

- Faster, more efficient resolutions based on your unique environment
- Maximize security and availability of critical network resources
- Reduce demand on valuable internal resources
- Increase knowledge and productivity of internal support staff
- Maximize benefits and ROI with proactive analysis, consulting, and recommendations

Why should I choose Enterprise Diamond Support?

Many of our large, top-tier customers want a more personalized and direct relationship that ensures they receive consistent, quality support from someone they trust. As their environments become more complex, even a small problem can have a large impact on their business continuity. And it's these customers who need a more direct method to reach a technical expert who knows their environment and can resolve their issues as quickly and efficiently as possible.

How does Enterprise Diamond Support compare to other packages?

Enterprise Diamond Support creates a more personalized and consultative support partnership with the highest levels of support available from Check Point. The table below gives a comparison to illustrate this point:

	Enterprise Premium Support	Enterprise Diamond Support
Prerequisite Program	Enterprise Software Subscription	Direct Enterprise Premium Support
Issues opened with	Enterprise Premium Support Desk	Designated Support Engineer within Expert Support Team
Support Number	Enterprise Premium Support Number	Unique per customer
SecureKnowledgeSM	Advanced Access	Expert Access
Service Review	Ad-hoc	Monthly or Quarterly
“Meet the Experts”		3 – 6 people
Account Management		√
Onsite Assistance		4 to 10 days*
Phone Consultation		2 to 6 4-hour blocks*
Interoperability Lab		As needed
Simulate environment		√

**determined by account value*

Features and Options

How does Enterprise Diamond Support work?

Your designated Check Point Technical Support Engineer is your primary point of contact for all your support needs, available directly through your unique support number.

They'll log your call in SecureTrak and begin working to resolve your issue, using their knowledge of your environment to quickly identify the problem and possible solutions. If for some reason they're not able to provide a solution, they'll consult with backline engineers and developers until your issue is resolved.

At all times your designated Check Point Technical Support Engineer is your primary contact, with regular communications and updates to you on the status and progress of your open issues.

How do I view or get status on my requests?

Your designated Check Point Technical Support Engineer should keep you up to date on the status on your open requests with regular phone calls and email. You can also view and get status on requests through SecureTrak, our online service request system. Log into SecureTrak with your User Center account.

Is the designated Check Point Technical Support Engineer focused only on my account?

No, the designated Check Point Technical Support Engineer may be responsible for several Enterprise Diamond Support customers. This enables them to have a broader range of experience while still maintaining the in-depth knowledge and experience of your unique environment and needs.

What happens if my designated Check Point Technical Support Engineer isn't available?

If your designated Check Point Technical Support Engineer isn't available when you call, you're immediately transferred to our Expert support desk. You can then choose to speak immediately with a backup engineer familiar with your account, or wait for your designated Check Point Technical Support Engineer.

Our goal is for you to work with your designated Check Point Technical Support Engineer as much as possible, while giving you the resources to have your urgent issues escalated to a 'backup' Diamond Support engineer if necessary.

Can I request more frequent review meetings?

The review meeting schedule is ultimately determined between you and your designated Check Point Technical Support Engineer, and may adjust based on your particular issues,

projects, and support needs.

Can I get additional phone consultation or onsite assistance?

Yes, we offer additional phone consultation and onsite assistance to meet your needs. See the table later in this FAQ for details on options and pricing available to you. Additionally if you have a major initiative that requires dedicated or onsite consulting, we can provide the experts and resources to help you achieve your goals. These include jumpstarts for new product rollouts or installations, upgrades, and services to make sure you're getting the most from your Check Point solutions.

I'm interested in a full-time onsite engineer. Does Check Point offer that?

Yes. We're committed to meeting each customer's unique support needs, including a full-time onsite engineer if necessary. To find out more about what is available and discuss your specific needs, contact your local Check Point partner.

What does "Meet the Experts" include?

Check Point's "Meet the Experts" is an annual customer event where our product managers, engineers, and executives meet with your attendees to discuss products, features, implementations, and more. It's a great opportunity to get direct information and attention from Check Point, meet your peers, and discuss what's important to you and give your feedback to the teams that make the products.

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

SecureKnowledge is our online, self-service knowledgebase designed to quickly and easily answer all of your technical installation, configuration and upgrade needs on Check Point products. Expert Access gives you the highest level of access possible, including detailed solutions, guides, and in-depth diagnostic and troubleshooting tools normally reserved for Check Point internal use to help you reduce your solutions times and costs.

Availability and Pricing

How is Enterprise Diamond Support priced?

Enterprise Diamond Support is priced in tiers based on the customer's account value, detailed below:

	Diamond III	Diamond II	Diamond I
Account Value	Up to \$500,000	\$500,000 to \$1 million	Above \$1 million
Annual Price	\$50,000	\$75,000	\$100,000
Phone consultation (half days)	2	4	6
Onsite assistance (days)	4 days	7 days	10 days
Regular review meetings	Quarterly	Quarterly	Monthly
Additional Phone Consultation	\$500	\$500	\$500
Additional Onsite Assistance	\$2,250	\$2,100	\$2,000

How do I get a quote?

You can get a quote for any Check Point Support program through your User Center account or through your preferred Check Point partner. Log in to your [User Center](#) account and select "Support Programs" to generate a quote and request a Certified Partner to contact you with details and purchasing information.

Are there any requirements for Enterprise Diamond Support?

Enterprise Diamond Support is available for any customer with Direct Enterprise Premium Support who wants to create a personalized support partnership directly with Check Point.

Does Enterprise Diamond Support replace Enterprise Premium Support?

No, Enterprise Diamond Support adds and extends Enterprise Premium Support to provide the direct and personalized support partnership that Check Point's top tier customers expect.

Can I get Enterprise Diamond Support if I don't have direct support from Check Point?

Enterprise Diamond Support is a direct support relationship with Check Point, so if you currently get support through a Check Point Partner you should work with them to find out if they offer the services you need. If they're not able to help you then we can work with you to match their current support with Direct Enterprise Premium Support and then add Enterprise Diamond Support.

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

You can visit [our site online](#) or contact your local Check Point partner for a personalized quote and more information about Enterprise Diamond Support.