



Direct Enterprise Support

You have the best security, now get the best security support

Check Point Direct Enterprise Support provides the comprehensive protection and service you've come to expect from the worldwide leader in securing the Internet. Just one contract simplifies maintenance and delivers unlimited coverage and support across all your Check Point products, protecting your business and your investment.

See why more companies are choosing Check Point Direct Enterprise Support and then contact us to find out how we can meet your unique support requirements. No one knows more about Check Point security than we do.

Continuous security and protection against the latest threats

Enterprise Software Subscription ensures that you stay secure against the latest threats and protects your valuable business resources. Access critical hot fixes, service packs, and major product upgrades for a full year and take advantage of the latest features and enhancements. Additionally, separate SmartDefense™ Services reinforce the most current preemptive security with real-time updates and configuration advice for defenses and policies. Maximize your security, your investment, and your total ROI in Check Point solutions.

Unlimited support from trusted, certified security experts

Enterprise Standard Support and Enterprise Premium Support offer unlimited support on all your Check Point products, giving you comprehensive service and coverage when you need it most. Rely on our trusted teams of certified security experts to resolve your urgent issues quickly and efficiently, minimizing impact and downtime. No one else offers the peace of mind you'll enjoy knowing the most knowledgeable professionals are working with your teams to ensure availability of your Check Point solutions.

Real-time, global, 24x7, mission-critical service

Whether you contact us by Web, phone, or email, our global support centers deliver 24x7, follow-the-sun support for your mission-critical issues—anytime, anywhere. Priority routing, committed response times, and dedicated support desks ensure that your urgent issues are handled immediately by the most senior and experienced resources available. We partner with your internal teams to create a support partnership focused on quality service and committed to your complete satisfaction.

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The NGX platform delivers a unified security architecture for Check Point.

Immediate self-service tools

Reduce your time to solution and increase internal skills and productivity with access to our self-service knowledge base, SecureKnowledgeSM. Quickly and easily search thousands of in-depth solutions, articles, and comprehensive technical guides written by Check Point experts to help you independently diagnose and resolve installation, configuration, and upgrade issues. Take complete control of your support with our online support request system, SecureTrakSM, where you can create, view, or update any service request and get up-to-the-minute status on all your requests in one easy-to-use online tool.

Personalized, proactive service and consulting

Enterprise Diamond Support extends Enterprise Premium Support to create a personalized and dependable support partnership committed to ongoing, consultative service and satisfaction. Your designated Check Point Technical Support Engineer provides ongoing reviews, proactive analysis, consultation, and onsite support to deliver worry-free protection and satisfaction.

To learn more about how Check Point Direct Enterprise Support can meet your unique business requirements, visit the Check Point Services Web site at <http://www.checkpoint.com/services> or email us directly at sales@checkpoint.com.

ABOUT CHECK POINT SOFTWARE TECHNOLOGIES

Check Point Software Technologies (www.checkpoint.com) is a leader in securing the Internet. The company is a market leader in the worldwide enterprise firewall, personal firewall, data security, and VPN markets. Check Point's PURE focus is on IT security with its extensive portfolio of network security, data security, and security management solutions. Through its NGX platform, Check Point delivers a unified security architecture for a broad range of security solutions to protect business communications and resources for corporate networks and applications, remote employees, branch offices, and partner extranets. The company also offers market-leading data security solutions through the Pointsec product line, protecting and encrypting sensitive corporate information stored on PCs and other mobile computing devices. Check Point's award-winning ZoneAlarm Internet Security Suite and additional consumer security solutions protect millions of consumer PCs from hackers, spyware, and data theft. Extending the power of the Check Point solution is its Open Platform for Security (OPSEC), the industry's framework and alliance for integration and interoperability with best-of-breed solutions from hundreds of leading companies. Check Point solutions are sold, integrated, and serviced by a network of Check Point partners around the world and its customers include 100 percent of Fortune 100 companies and tens of thousands of businesses and organizations of all sizes.

Check Point Direct Enterprise Support provides increasing value and benefits with tiered pricing based on account size.

	Enterprise Software Subscription*	Enterprise Standard Support	Enterprise Premium Support	Enterprise Diamond Support
Latest Hot Fixes and Service Packs	✓	✓	✓	✓
Major Upgrades and Enhancements	✓	✓	✓	✓
Access to SecureKnowledge	Basic	Advanced	Advanced	Expert
Unlimited Service and Support		12x5 business day	24x7 every day	24x7 every day
Committed Response Time		4 hours	30 minutes	30 minutes
Customer-Approved Contacts		5	10	10
Issues Opened With		Support Desk	Premium Support Desk	Designated Diamond Engineer
Regular Review Meetings				✓
Phone Consultation				✓
Onsite Assistance				✓

*Enterprise Software Subscription is a prerequisite to purchasing all Check Point Enterprise Support Programs.

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Worldwide Headquarters

3A Jabotinsky Street, 24th Floor
Ramat Gan 52520, Israel
Tel: 972-3-753-4555
Fax: 972-3-575-9256
Email: info@checkpoint.com

U.S. Headquarters

800 Bridge Parkway
Redwood City, CA 94065
Tel: 800-429-4391; 650-628-2000
Fax: 650-654-4233
www.checkpoint.com



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SOFTWARE TECHNOLOGIES LTD.