

# Direct Enterprise Support Frequently Asked Questions

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## Overview

### What is Direct Enterprise Support?

Check Point's Direct Enterprise Support program Check Point's Enterprise Support program is a suite of software and support offerings designed to simplify contract management by covering all products within an entire customer account under one agreement. Direct Enterprise Support gives you affordable access to software and world-class technical support for the entire range of Check Point products.

**Enterprise Software Subscription** – provides access to software product upgrades, feature packs, service packs, and hot fixes for all Check Point products within a customer's organization. Our entry-level service offering, Enterprise Software Subscription enables customers to take advantage of updates and new features as soon as they're available, and protects the customer's investment in Check Point security.

**Enterprise Standard Support** - provides the benefits of Enterprise Software Subscription plus unlimited 12x5 support via phone and SecureTrakSM Web request system, with 4 hour committed response times, Advanced Access to SecureKnowledgeSM, and more. Designed for organizations with basic support needs and delivered by Check Point's worldwide Technical Services team of trained and certified experts, Enterprise Standard Support provides continuous worry-free protection and protects your investment in Check Point security.

**Enterprise Premium Support** - provides the benefits of Enterprise Software Subscription plus unlimited 24x7 support via phone and SecureTrakSM Web request system, with 30 minute committed response times, Advanced Access to SecureKnowledgeSM, and more. Designed for mission-critical environments that demand fast, committed response times any day of the year, Enterprise Premium Support delivers continuous worry-free protection and protects customer's investment in Check Point security.

**Enterprise Sapphire Support** – extends Premium Support with a designated Check Point Technical Engineer whose focus is to resolve issues and act as the customer's account manager and advocate within Check Point. You'll receive Expert Access to SecureKnowledgeSM, direct access to senior level engineers, annual reviews, and attend our annual "Meet the Experts" session to ensure worry-free protection and satisfaction.

**Enterprise Diamond Support** – extends Premium Support with a designated Check Point Technical Engineer whose focus is to resolve issues and act as the customer’s account manager and advocate within Check Point. You’ll receive Expert Access to SecureKnowledge<sup>SM</sup>, direct access to senior level engineers, ongoing reviews, proactive analysis, consultation, onsite support, and attend our annual “Meet the Experts” sessions to ensure continuous worryfree protection and satisfaction.

**What does Direct Enterprise Support provide?**

Direct Enterprise Support provides total coverage for all products within an enterprise under a single, renewable agreement, ensuring continuous coverage while reducing administration and costs of multiple contracts. Additional products may be added for prorated coverage at any time within the Enterprise Support term (paid for at time of product purchase).

**Features and Options**

**What’s the difference between Direct Enterprise Support programs?**

We’ve created a table to show the major features and differences between support programs for easier comparison:

	Enterprise Software Subscription*	Enterprise Standard Support	Enterprise Premium Support
Enhanced Hardware Warranties	✓	✓	✓
Latest Hot Fixes and Service Packs	✓	✓	✓
Major Upgrades and Enhancements	✓	✓	✓
Access to SecureKnowledge <sup>SM</sup>	General	Advanced	Advanced
Access to SecureTrak <sup>SM</sup>		✓	✓
Unlimited Service and Support		12x5 business day	24x7 every day
Committed Response Time		4 hours	30 minutes
Service Level Agreements		✓	✓
Customer-Approved Contacts		5	10
Issues Opened With		Support Desk	Premium Desk

*\*Enterprise Software Subscription is a prerequisite to purchasing all Check Point Direct Enterprise Support Programs*  
Enterprise Sapphire and Diamond Support extend Enterprise Premium Support with a direct and personalized support partnership with Check Point:

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<b>Enterprise Sapphire Support</b>	<ul style="list-style-type: none"> <li>▪ Designated Support Engineer within Expert Support Team</li> <li>▪ Unique phone number for support</li> <li>▪ Expert Access to SecureKnowledge</li> <li>▪ Annual review and analysis</li> <li>▪ Annual "Meet the Experts" for 1 - 3 people</li> </ul>
<b>Enterprise Diamond Support</b>	<ul style="list-style-type: none"> <li>▪ Designated Support Engineer within Expert Support Team</li> <li>▪ Unique phone number for support</li> <li>▪ Expert Access to SecureKnowledge</li> <li>▪ Annual review and analysis</li> <li>▪ Annual "Meet the Experts" for 3 - 6 people</li> <li>▪ Onsite support and assistance for 4 - 10 days*</li> <li>▪ Phone consultation and planning for 8 - 24 hours*</li> <li>▪ Simulation of environment for analysis and troubleshooting</li> <li>▪ Dedicated time in Check Point's Interoperability lab</li> </ul>

**What if I want support on some, but not all products?**

Direct Enterprise Support coverage applies to all products in all User Center accounts for that company.

**Where can I find out more about the Service Level Agreements for Direct Enterprise Support?**

Please see the Direct Enterprise Support Service Level Agreements available online at <http://www.checkpoint.com/services/>

**What issues and problems are not covered under Enterprise Support?**

Direct Enterprise Support covers most software products, but does not provide Technical Support during the installation of the product, nor does it include Consulting Services or hardware replacement.

**How can I get installation assistance for products?**

You can purchase installation services from your consulting services provider or our Check Point Professional Services Group. More information on packaged offerings is [available online](#).

## Availability and Pricing

**How is the cost of Direct Enterprise Support determined?**

The cost of Direct Enterprise Support is calculated using the account rate multiplied by the sum of product list price within the included account(s). Product list price is determined based on the product value in the current Check Point Price List.

Total Account Value	Enterprise Software Subscription	Enterprise Standard Support	Enterprise Premium Support
Up to \$49,999	15.0%	30.0%	40.0%
\$50,000 to \$99,999	14.5%	28.0%	36.0%
\$100,000 to \$249,999	14.0%	26.0%	33.0%
\$250,000 to \$499,999	13.5%	24.0%	30.0%
\$500,000 to \$999,999	13.0%	22.0%	27.0%
\$1,000,000 and above	12.5%	20.0%	24.0%

**Enterprise Sapphire and Diamond Support** are priced by account value and tiers using the table below, with additional consulting available:

	Account Value	Annual Term
<b>Enterprise Sapphire Support</b>	< \$100,000	\$17,000
	\$100,000 to \$250,000	\$25,000
	\$250,000 to \$500,000	\$40,000
<b>Enterprise Diamond Support</b>	Up to \$500,000	\$50,000
	\$500,000 to \$1 million	\$75,000
	Above \$1 million	\$100,00

In addition, Enterprise Diamond Support offers increasing options, features, and value as your account level increases:

	Diamond III	Diamond II	Diamond I
Account Value	Up to 500,000	\$500,000 to \$1 million	Above \$1 million
Program price per annual term	\$50,000	\$75,000	\$100,000
Phone Consultation (½ days)	2	4	6
Onsite Assistance (days)	4	7	10
Add'l Phone Consultation (per ½ day)	\$500	\$500	\$500
Add'l Onsite Assistance	\$1,750	\$1,600	\$1,400

**What eligibility requirements apply to Direct Enterprise Support?**

In order for Direct Enterprise Support to apply, products must be in a User Center Account and have current Software Subscription or be made current using the Product Refresh program outlined below.

**What is Product Refresh?**

In order to be eligible for Direct Enterprise Support, all products must have current Software Subscription or be made current using the product refresh program. Product refresh allows for the one-time ability to "get to the current version" of the product. Product refresh fees apply to products without Software Subscription for less than or equal to:

Time Lapsed	Product Refresh Rate
3 Months	= 5% product refresh fee
6 Months	= 10% product refresh fee
12 Months	= 20% product refresh fee
13 Months or more	= 40% product refresh fee

In order for refreshed products to remain current, Direct Enterprise Support coverage must be purchased within the same calendar month.

#### **How do I create a Direct Enterprise Support quote?**

You can generate a quote online at <https://usercenter.checkpoint.com> using the Enterprise Support Quote Tool available within User Center, under the tab "Support Programs". A User Center Account is required to create an Enterprise Support quote which is then processed by your reseller of choice.

#### **How do I create a Direct Enterprise Support quote for several User Center Accounts?**

In order to create a Direct Enterprise Support quote spanning more than one User Center Account, the person creating the quote must be a contact listed on each account, with at least "View Access" to all accounts to be included in the quote.

#### **What is the Direct Enterprise Support term?**

The standard contract term for Direct Enterprise Support is a minimum of 12 months and may be up to a maximum of 24 months. Direct Enterprise Support contracts with terms greater than 24 months may be available on a case-by-case basis. Check Point will also allow a shorter initial term with a minimum of 1 month for customers who are converting to Direct Enterprise Support.

#### **When is payment due for Direct Enterprise Support?**

Full payment is due at the beginning of the Direct Enterprise Support agreement term. Additional products may be added to the Direct Enterprise Support agreement at any time within the term and are paid for at time of product purchase.

#### **Are there payment options for Direct Enterprise Support?**

Alternate payment terms are available, but are subject to approval and additional finance charges. Payment is due prior to the delivery of services. Contact your partner or Check Point representative for further details.

#### **Are additional products covered at the time they are purchased?**

Yes, additional products may be added to the Direct Enterprise Support agreement at any time within the term by purchasing pro-rated Direct Enterprise Support, as detailed below.

#### **How do I pay for Direct Enterprise Support on added product?**

When you purchase additional products for a Direct Enterprise Support covered account, you must purchase Enterprise Add-On Support coverage prorated to the renewal date of the Direct Enterprise Support account. Enterprise Add-On Support is calculated using the current account rate applied to the new product's list price, with all new or changed products synchronized on the Direct Enterprise Support renewal date.

#### **Can I purchase additional product without Direct Enterprise Support?**

No, Direct Enterprise Support coverage applies to all products in all User Center accounts for that company, and once you purchase Direct Enterprise Support you must continue to maintain coverage on all additional products. Check Point allows up to 30 days for additional Direct Enterprise Support coverage on product purchases. If additional coverage is not purchased, new products will be subject to Product Refresh.

#### **Does the Direct Enterprise Support account rate change as more products are purchased?**

Yes, the Direct Enterprise Support account rate can change, as the account rate is based on the sum of product list price for all products included under the Direct Enterprise Support contract. As additional products are added, the sum of product list price may move to the next applicable tier, lowering the account rate.

#### **How is this change in account rate applied to the account?**

If the account rate changes, the new adjusted account rate applies to the next order of new product.

#### **Can product be removed from Direct Enterprise Support coverage?**

Product can be decommissioned, so that it is excluded from future Direct Enterprise Support coverage.

Product should only be decommissioned if it is not to be used. Decommissioned product cannot be relicensed or changed in any way until it is reactivated (see below). No credit toward Direct Enterprise Support is applied for decommissioned products.

**Can decommissioned product be reactivated?**

Product can be reactivated at a later date for an activation fee of 40% of current product list price.

**Is decommissioned product included in annual renewal?**

Decommissioned products will not be included in annual renewal, nor is decommissioned product included in the calculation of the product list price and subsequent account rate at the renewal.

**What will the account rate be if product is decommissioned prior to the renewal?**

If products are decommissioned, the account rate adjusts on the contract anniversary date.

**What happens at the time of Direct Enterprise Support renewal?**

Check Point reviews products in covered account(s) on the contract term anniversary date, then calculates the account rate and extends the Direct Enterprise Support term for an additional 12 months.

New or changed products are synchronized to the anniversary date, and any new products that have Direct Enterprise Support paid beyond the anniversary date are recognized as accrued credit, which is applied toward the Direct Enterprise Support renewal cost.

If products have been added to accounts with Direct Enterprise Support without purchasing additional Direct Enterprise Support coverage, the new products will be subject to product refresh at the renewal.

**How do I find out about Direct Enterprise Support renewal?**

Notification occurs 60 and 30 days prior to renewal, and 30 days after your Direct Enterprise Support anniversary date. Check Point will send an email to the User Center account administrator, the channel partner who sold the Direct Enterprise Support contract, and the primary Check Point account representative with notification about upcoming renewals.

**What happens to a credit balance for services if Direct Enterprise Support is not renewed?**

Any remaining credit at the end of a contract period will be applied to the your account as a pro-rated contract extension of support.

## Contacting Support

**How do I contact Check Point Technical Support?**

There are several ways to contact Check Point Technical Support, depending on the severity of your problem and needs:

<b>Online</b>	<a href="#">SecureTrak<sup>SM</sup></a> enables you to submit, update or reopen a service request and get up-to-the-minute status, anytime.		
	<a href="#">SecureKnowledge<sup>SM</sup></a> is our comprehensive self-service knowledgebase with the latest technical installation, configuration and upgrade answers.		
<b>Phone</b>	<b>Technical Support</b>	<b>Enterprise Standard Support</b>	<b>Enterprise Premium Support</b>
	<b>Americas</b>	817-606-6600	817-606-6625
	<b>International</b>	+972-3-6115100	+972-3-6115200
<b>General Questions</b>	General questions about User Center issues, Enterprise Support processes, licensing, or other issues please call Account Services at <b>+1-817-606-6600</b> and select option 6, or <a href="#">complete this form</a> .		

#### Who can open an Direct Enterprise Support Service Request?

Only registered designated support contacts may submit a service request (SR). Enterprise Standard Support and Enterprise Premium Support include a limited number of designated support contacts (see features table above), and the ability to add more contacts if necessary.

Check Point encourages all designated support contacts to be CCSE certified on the latest version of VPN-1/FireWall-1.