



# CHECK POINT DIAMOND SERVICES

PERSONAL PROFESSIONAL PROACTIVE

## DIAMOND SERVICES

Protecting the unique needs of large companies with mission-critical networks

### Diamond Services Benefits

- Strategically plan upgrades and fixes to minimize maintenance downtime
- Increase the technical expertise of your IT staff with our training plans and best practice guidelines
- Communicate instantly with your dedicated support expert who has intimate knowledge of your security architecture, procedures and needs
- Maximize the value for all your Check Point products in one easy contract

### Diamond Services Features

- Direct access to your technical account expert via dedicated line
- Committed on-site support days plus remote service delivery
- Expedited response and resolution for all sales and support concerns
- Version migration planning, performance tuning, and architecture review

Large customers have unique support needs when it comes to managing their Check Point products. These companies connect and protect people around the world, create brand new industries and products, and influence the global economy. As they innovate and grow, so must their security infrastructure.

Diamond Services partners with your enterprise's IT staff, creating an expert support team committed to maximizing the value and performance of your Check Point security. This includes 24/7/365 comprehensive support and proactive consulting to minimize the security risks your company faces. Your designated Diamond Services engineer delivers advanced technical account management with extended availability and assigned on-site days. Use on-site days for project planning, version upgrades, installations, performance tuning, optimization, and more.

Diamond Services is an annual add-on to Direct Premium level support that adds expert-level access to our knowledgebase, the freedom to authorize hardware replacement units, and weekly calls to collaborate and resolve issues.

## DEDICATED SUPPORT FOR YOUR GROWING NETWORK

Diamond Services is available in multiple levels to reduce the rising Service Request (SR) volume of our largest customers:

### Dedicated Diamond

An expert Diamond Services Engineer supports a single customer with massive security traffic and heavy utilization - for very dynamic environments

### Global Diamond

Two expert Diamond Services Engineers support global customers from two hemispheres

### Diamond-1

For customers with more than \$1 million of Check Point products installed

### Diamond-2

For customers with \$1 million or less of installed Check Point products

### Diamond-3

For customers with up to \$500,000 of Check Point products installed

### Diamond Plus Support:

For the most complex network security needs, Diamond Plus adds a local Technical Account Management (TAM) resource to your Diamond Services contract.

Diamond and Diamond Plus Program					
	Dedicated Diamond	Global Diamond	Diamond-1	Diamond-2	Diamond-3
Products Install Base	>\$1M	>\$1M	>\$1M	<=\$1M	Up to \$500K
Expert Diamond Engineer	1 Dedicated Engineer	2 Designated Engineers*	1 Designated Engineer	1 Designated Engineer	1 Designated Engineer
Direct Phone Access	√	√	√	√	√
Weekly Review Calls	√	√	√	√	√
First Response SLA for Severity-1	7x24; 30minutes	7x24; 30minutes	7x24; 30minutes	7x24; 30minutes	7x24; 30minutes
HF to HFA	High Priority	High Priority	High Priority	High Priority	High Priority
Appliance RMA Determination**	By Customer	By Customer	By Customer	By Customer	By Customer
SecureKnowledge Access Level	Expert Level	Expert Level	Expert Level	Expert Level	Expert Level
On-site Consultation Days***	20	20	10	7	4
Quarterly Service Review	√	√	√	√	√
Annual "Meet the Experts" Meeting	√	√	√	√	√
<b>Diamond PLUS</b>					
Additional On-Site Days	20	20	20	13	6
Total On-Site Days	40	40	30	20	10
Additional Off-Site days	70	70	70	40	30
<b>Total Days</b>	<b>110</b>	<b>110</b>	<b>100</b>	<b>60</b>	<b>40</b>

\*One in Western Hemisphere and another in Eastern Hemisphere.

\*\*Determination should be done by active CCSE Engineer. Applicable to any appliance covered by Premium Support and a false positive rate less than 20% annually. RMA Determination does not apply to 61000 Appliances and to appliances utilizing third-party vendor servers and platforms. For Check Point 2xxx, 4xxx, 12xxx, 13xxx, Power-1, UTM-1, Smart-1 Appliances customer is required to use Check Point Hardware Diagnostic tool before claiming RMA.

\*\*\*On-site is for minimum 3 days per visit; beyond that T&E will be billed to the customer. 15 business day notice is required.

NOTE: Diamond and Diamond PLUS are available on top of EBS Premium/Elite Support

## DESIGNATED SUPPORT ENGINEER

Your designated, experienced Diamond Services engineer develops a deep understanding of your network and business. The goal is to work closely with your IT staff to quickly resolve your urgent issues.

## ENHANCED CARE AND COMMUNICATION

We prepare weekly agendas, quarterly reports, annual reviews, and customized training plans to provide numerous collaboration and development opportunities.

## FAST, EFFICIENT PROCESSES

Your designated Diamond Services engineer will collaborate with numerous teams to create a dependable relationship focused on high-quality service to resolve your issues quickly.

## INCREASED EXPERTISE

Learn how to best protect your business and increase the expertise of your IT staff with our comprehensive training plan and documented Best Practice guidelines.