

# CHECK POINT

# COLLABORATIVE

# SUPPORT PROVIDER

## Why be a Check Point Collaborative Support Provider?

Check Point Collaborative Support Providers are an extension of Check Point, and your customer's first line of defense for any Check Point related issue. Our Collaborative Support Providers consist of highly-skilled industry-leading resellers, integrators and support providers who've achieved Check Point Certified Security Expert (CCSE) certification and are committed to providing world-class support to resolve customer issues quickly.

Collaborative Support Providers are locally-based companies who speak the local language and take the time to understand their customer's business and security needs.

Collaborative Support Providers access Check Point resources, expertise and best practices to deliver consistently exceptional support.

The CCSP Program is available for partners based in Europe, Middle East, Africa, Asia, and Mexico. Partners in other regions can become a collaborative support provider under the CSP program details.

## BECOME A COLLABORATIVE SUPPORT PROVIDER

The Check Point Collaborative Support program helps channel partners deliver the highest quality support experience to their customers. With Check Point Collaborative Support, partners can enhance their own first-level technical support and enjoy direct access to Check Point's global service team and the same online support tools used by Check Point support engineers. Simple web-based agreement management tools further simplify the partner's administrative and CRM functions. Collaborative Support offerings are available for all Check Point Security solutions. The Collaborative Support program includes 24/7 technical support (to partners), Support Center access, tiered hardware replacement and repair services, and software maintenance.

## Collaborative Support Provider Resources

Collaborative Support Providers gain access to the latest tools and resources to help customers quickly resolve Check Point issues:

- Access to the latest software, hotfixes, upgrades and releases
- 24/7 back up support by Check Point Technical Assistance Centers
- Online tracking of service requests
- Documented support cases to resolve service requests faster
- Online product training and guides
- Direct marketing, sales, and advertising tools and templates
- Right to use the Check Point Partner logos

## Collaborative Support Provider Requirements

### Collaborative Support Provider requirements

- CCSE certified staff
- Committed response times for all Check Point cases
- Return Material Authorization capability
- Hardware installation abilities
- Service request management

## Next Steps to become a Collaborative Support Provider

Fill out an application to get started or contact us by email at [jsandoval@checkpoint.com](mailto:jsandoval@checkpoint.com)