

The Advanced Technical Account Management (ATAM) Service is an add-on to any support contract type. The service is delivered by an ATAM engineer who is part of the Technical Services organization. The Advanced TAM engineer provides a flexible suite of services to assist end users and our partners with tasks and deliverables. Essentially, the ATAM engineer will become an extension of the customer's network security team.



**ADVANCED
TECHNICAL
ACCOUNT
MANAGEMENT**

CHALLENGE

IT Security Administrators need the type of technical support that goes beyond a standard break-fix solution.

A dedicated ATAM engineer with a deep level of technical expertise, product knowledge and industry experience, will be assigned. They will guarantee all your products are configured for optimal performance and provide consistent guidance about the best use of your Check Point products.

THE SERVICE

Your designated ATAM engineer can perform any of the following Check Point support activities:

Cybersecurity Resilience Test (CRT). (VAPT Services)

Design and Architecture consulting services

Support during upgrades/migration/maintenance windows, either on-site or remote assistance

Assistance and enablement of software

blades Proactive Health Checks and Best

Practices Optimization and fine-tuning

Coordination with R&D, TAC, and PS consultants on upcoming projects

Review of high severity/critical service requests to ensure proper handling and attention

Starting at \$25,000

Packages	ATAM1 PLUS	ATAM1	ATAM2	ATAM3
SKUs	CPTS-PRO-ATAM1-PLUS-1Y	CPTS-PRO-ATAM1-1Y	CPTS-PRO-ATAM2-1Y	CPTS-PRO-ATAM3-1Y
Description	60 Days Bundle	45 Days Bundle	24 Days Bundle	12 Days Bundle

Learn More

To find out more, visit our website at <https://www.checkpoint.com/advanced-technical-account-management/> or email us at ATAM@checkpoint.com