

SERVICE ACCOUNT MANAGER (SAM)

The Service Account Manager (SAM) Service is an annual add-on to any support contract type, and is complementary to the Diamond and Advanced Technical Account Management (ATAM) services.

The SAM is the designated customer service leader familiar with your business and your needs. Designed to ensure proactive, coordinated access to Check Point experts to accelerate case resolution, and strive to continuously improve your security posture.



CHALLENGE

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

The SAM is a key individual within the support and professional services organization. Their primary mission is achieve service delivery success, and is the voice of the customer within Check Point. The SAM continually assures the value of services across your environment.

THE SERVICE

Your SAM representative will provide:

- Centralized Service Management
- Personalized Support, which offers increased productivity
- Coordinate Root Cause Analysis for Critical Incidents
- Weekly Service Reviews and Quarterly Business Reviews
- Tailored Release Management Recommendations
- Annual Best Practice Reviews
- Aligned Delivery of any PS, ATAM and Diamond Engagements
- Introduction and Onboarding to Check Point Smart Optimize, Advanced Debug Training and Check Point PRO

AVAILABLE PACKAGES Starting at \$60,000

Packages	SAM Tier 3	SAM Tier 2	SAM Tier 1
SKUs	CPTS-PRO-SAM3-1Y	CPTS-PRO-SAM2-1Y	CPTS-PRO-SAM1-1Y
Description	Tier 3 Designated	Tier 2 Designated	Tier 1 Dedicated

Learn More

To find out more, visit our website at <https://www.checkpoint.com/support-services> or email us at PS@checkpoint.com