

ENTERPRISE SUPPORT PROGRAMS

Check Point offers a variety of flexible support programs that keep pace with threats—and your business.

Support Key Features

- 24 x 7 global technical assistance centers
- Automatic critical hot fixes, servicepacks and upgrades
- Access to online diagnostic tools and resources
- Priority call routing to dedicated support teams*
- Committed response times and service levels
- Optional onsite support and appliances support
- Check Point PRO provides preemptive detection and proactive resolution of security gateway issues

Support Key Benefits

- Maximize the value for all your CheckPoint products
- Proactively prevent threats before they become problems
- Strategically plan upgrades and fixes
- Submit, view and update our service requests online
- Quickly search thousands of proven solutions
- Unlimited expert support

Check Point offers both direct support, and support from our collaborative support partners. Enterprise-Based Support (EBS) delivers comprehensive support and protection directly from experienced Check Point experts to help businesses efficiently use Check Point security solutions. EBS offers unlimited coverage and support across all Check Point products with one simple contract. Collaborative Enterprise Support (CES) combines the unique capabilities of local Certified Collaborative Support Providers with the in-depth expertise and resources of Check Point to keep your business secure. Local Support Providers provide first-line support in your language and have an intimate understanding of your environment. Either way you're guaranteed access to critical hot fixes, major upgrades, and the latest product enhancements to keep pace with evolving threats and take advantage of new technologies. We offer dedicated 24/7 support for mission-critical issues and onsite upgrade options when you need replacement hardware fast. Check Point PRO plans introduce a preemptive approach to security support with daily monitoring of your security gateways, and proactive remediation of issues to prevent service downtime.

You can rely on support from Check Point and our Collaborative Support Providers for fast and efficient support that meets your needs — anytime, anywhere.

Latest Security and Protection

Every level of your support program includes critical software bug fixes and automatic updates to ensure continuing system maintenance and proper functionality for all your Check Point products. Software upgrades and major releases are included as part of our higher-level programs, maximizing your security with the latest applications, features, and technologies as soon as they are available.

Collaborative (CES)	Co-Standard	Co-Premium	Co-Elite
PRO Availability	✓	✓	✓
Hot Fixes / Service Packs	✓	✓	✓
Major Upgrades / Enhancements	✓	✓	✓
SecureKnowledge Access	Advanced	Expert	Expert
Service and Support	9 x 5 Business Days	24 x 7 Everyday	24 x 7 Everyday
Severity 1 Response time	30 minutes	30 minutes	30 minutes
Severity 2 Response time	4 hours	2 hours	30 minutes
Issues Opened with	Technical Support Engineer	Technical Support Engineer	Technical Support Engineer

Unlimited support from security experts

Get continuous support from our experienced Check Point certified technical support engineers no matter how many times you need it. You can rely on our trusted teams of security experts to resolve your urgent issues with the best possible solution for your business.

Mission critical support—anytime, anywhere

Our global technical assistance centers deliver 7x24 support for mission-critical issues, giving you the help you need when you need it. Whether you contact us by web, phone or email, our committed response times guarantee you'll get real-time service anywhere in the world.

Onsite hardware replacement services

Our worldwide onsite upgrade options for Standard and Premium Support contracts offer onsite services in 150 countries and over 1,000 metropolitan areas for a Check Point certified engineer to deliver, install, connect and reconfigure the hardware replacement.

Fast, efficient processes and service

Get fast, efficient service and support every time with priority routing and committed response times, reducing downtime and minimizing the effect of issues. Your named support contacts collaborate with our dedicated support teams to create a dependable relationship focused on quality service.

Immediate access to online support

Take control of your support with access to our online support request system, SecureTrak. Create, view, or update any service request and get up-to-the-minute status and history for a complete view into your support.

Self-service answers and solutions

Reduce your solution times and increase internal skills and productivity with access to our self-service knowledge base, SecureKnowledge. Search thousands of solutions, articles, and in-depth technical guides written by Check Point experts.

Personalized consultative support

Enterprise Diamond Support extends Enterprise Premium Support to create a personalized and dependable support relationship. Your designated Technical Engineer provides ongoing reviews, proactive analysis, consultation, and onsite support to deliver worry-free protection and satisfaction. Enterprise Diamond Plus delivers additional focused support to enhance your IT staff including project planning and operational assistance.

Check Point PRO - Proactive, Protective, Professional

Check Point PRO monitors your management and security gateways daily to identify points of failure before they occur. When a severe issue is detected, a Check Point PRO expert proactively contacts you to help resolve the issue and prevent service downtime. Check Point PRO also provides you with a comprehensive report, delivering an overview of your overall security, diagnostics and actionable insights.

Direct Enterprise (EBS)	Enterprise Standard Support	Enterprise Premium Support	Enterprise Elite Support	Enterprise Diamond Support
PRO Availability	✓	✓	✓	
Hot Fixes / Service Packs	✓	✓	✓	✓
Major Upgrades / Enhancements	✓	✓	✓	✓
SecureKnowledge Access	Advanced	Expert	Expert	Expert
Service and Support	9 x 5 Business Days	24 x 7 Everyday	24 x 7 Everyday	24 x 7 Everyday
Severity 1 Response time	30 minutes	30 minutes	30 minutes	30 minutes
Severity 2 Response time	4 hours	2 hours	30 minutes	Based on the Support
Issues Opened with	Technical Support Engineer	Technical Support Engineer	Technical Support Engineer	Designated Diamond Engineer

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