

Enterprise Diamond and Diamond PLUS Support FAQ

What is Enterprise Diamond Support?

Diamond support is an annual subscription service that provides an expert designated support engineer who creates a personalized direct service partnership with your support team, committed to delivering comprehensive support to meet your critical needs quickly and efficiently.

What are the benefits of Enterprise Diamond Support?

- Designated Enterprise Support technical engineer for all your support needs
- Coordination of all Check Point resources, including R&D for fast problem resolution and implementation of best practices.
- Weekly calls to manage all on-going issues and quarterly service reviews
- "Expert" level access to SecureKnowledge
- Better SLAs in R&D tasks investigation – Diamond customers are being prioritized on top of other tasks
- Eligibility to determine HW RMA and accelerate HW replacements when needed
- Annual "Meet the Experts" meeting in Check Point HQ

What are the additional benefits of Enterprise Diamond PLUS Support?

- A designated, regionally-based Professional Services focal point for all technical aspects of your security deployment
- Up-to 20 additional on-site days and up-to 70 additional off-site days that can be used to augment your security staff, eliminate problems before they occur and improve the overall satisfaction from your security & networking deployment.

What can I use the Diamond PLUS on-site and off-site days for?

We will jointly tailor to best fit your needs. Some examples:

- On-going account management
- Project planning and Management
- Network administration and operation assistance
- Verification of changes to your deployment before they're done to reduce risk
- Tuning of your deployment to enhance the performance and avoid problems
- Proactive support to notify on potential maintenance actions you should do before they become a problem

What can I use the Diamond on-site days for?

We recommend scheduling at least one visit a year for your designated engineer to come on-site and review with you the team, the deployment, working procedures etc.

You can also use the on-site days for planning & executing upgrades/migrations, reviewing your deployment and ensuring maximum efficiency and resilience, getting specialized customized training to meet Check Point product operational requirements e.g. troubleshooting, etc.

Why should I choose Enterprise Diamond and Diamond PLUS Support?

Enterprise Diamond and Diamond PLUS customers enjoy a more personalized and direct relationship with Check Point that ensures they receive consistent, quality support from an expert they trust. In complex, mission-critical networks, even a small problem can have a large impact on business continuity. Enterprise Diamond and Diamond PLUS support customers have a direct method to reach a technical expert who knows their environment and can resolve their issues as quickly and efficiently as possible.

How does Enterprise Diamond Support work?

Your designated Check Point Technical Support Engineer is your primary point of contact for all your support needs when he is available on scheduled work hours. You can and should contact him/her directly when you have a problem or even a question to start work on resolving it immediately. Off-hours work is covered by a designated Diamond group via the Diamond Hotline – a priority phone queue for Diamond customers.

They'll log your call in SecureTrak and begin working to resolve your issue, using their knowledge of your environment to quickly identify the problem and possible solutions. If for some reason they're not able to provide a solution, they'll consult with backline R&D engineers and who will treat this with high priority until your issue is resolved.

Once a week you will have a conference call with your designated engineer to centralize sync-up on all open issues, set priorities and verify that all are handled efficiently. Once a quarter you will have a service report to summarize all activities.

How does Enterprise Diamond PLUS program work?

As a Diamond PLUS customer you get two focal points: a designated Diamond engineer and a regional technical account manager (TAM). Both designated engineers have an in-depth understanding of your deployment, work processes and all on-going issues.

For support related technical issues in reference to an active or proactive service request – you should contact your designated Diamond engineer (see previous question). For all other technical issues you will work with either your designated Diamond engineer or with your regional TAM to plan resources, validate design and implementation plans, to proactively resolve all issues before they turn into problems.

As part of the on-going work with your regional TAM, you will define the best way to utilize your on-site and off-site days based on your requirements.

Both focal points will be part of the weekly conference call, and will work together behind the scenes to make your deployment as efficient and resilient as can be.

Is the designated Check Point Technical Support Engineer focused only on my account?

No, the designated Check Point Technical Support Engineer may be responsible for several Enterprise Diamond Support customers. This enables them to have a broader range of experience while still maintaining the in-depth knowledge and experience of your unique environment and needs.

What happens if my designated Check Point Technical Support Engineer isn't available?

As part of the communication chart you will get the mobile phone number of your designated engineer and the Diamond managers.

If your designated Diamond engineer is not available because of a scheduled time-off, he will proactively make sure to provide you with the details of a backup Diamond engineer or a Diamond manager who will take care of your needs in his absence.

You can also call the Diamond hotline number (7x24), introduce yourself as a Diamond customer and ask to talk to an available Diamond engineer.

Our goal is for you to work with your designated Diamond Engineer as much as possible, while giving you the resources to have your urgent issues escalated to a 'backup' Diamond Support engineer if necessary.

Can I get additional phone consultation or onsite assistance?

Yes, we offer additional phone consultation and onsite assistance to meet your needs. See [price list](#) for additional days.

Notice also the Diamond PLUS program that offers additional services and days that you can use to maximize the technical assistance you receive from Check Point.

What does "Meet the Experts" include?

Meet the Experts is a unique benefit for Diamond customers as an annual visit to Check Point HQ, to meet and discuss the customer's future plans and review Check Point roadmap/future releases. The visit is for 2.5 days, where the customer may send up to 6 people to the sessions. The sessions themselves are hosted by Product Managers, R&D Product Owners, Diamond team, executives and additional hosts per the customer's discretion.

What is SecureKnowledge? What do I get with Expert Access?

SecureKnowledge is our online, self-service knowledgebase designed to quickly and easily answer all of your technical installation, configuration and upgrade needs on Check Point products. Expert Access gives you the highest level of access possible, including detailed solutions, guides, and in-depth diagnostic and troubleshooting tools normally reserved for Check Point internal use to help you reduce your resolutions times and costs.

How is Enterprise Diamond Support priced?

Enterprise Diamond Support is priced in tiers based on the customer's total account value. For details please see the [price list](#).

How do I get a quote?

You can get a quote for any Check Point Support program through your User Center account or through your preferred Check Point partner. Log in to your User Center account and select "Support Programs" to generate a quote and request a Certified Partner to contact you with details and purchasing information.

Are there any requirements for Enterprise Diamond Support?

Enterprise Diamond Support is available for any customer with Direct Enterprise Premium Support or CO –MSP (only for Managed Service Providers) who wants to create a personalized support partnership directly with Check Point.

Can I get Enterprise Diamond Support if I don't have direct support from Check Point?

Enterprise Diamond Support is a direct support relationship with Check Point, so if you currently get support through a Check Point Partner you should work with them to find out if they offer the services you need. If they're not able to help you then we can work with you to match their current support with Direct Enterprise Premium Support and then add Enterprise Diamond Support.

If you still prefer to get support through a Check Point partner, you can enhance the technical assistance you get by signing up to the TAM program.

Where can I find more information like Service Level Agreement?

You can visit our site online or contact your local Check Point partner for a personalized quote and more information about Enterprise Diamond Support.

The Diamond Datasheet and Diamond Support Amendment SLA are available at the Check Point site.