



## Services

*Check Point security services deliver the technical resources, research, and response to help you stay ahead of threats.*

# Collaborative Enterprise Support

*Local support, global resources*

## YOUR CHALLENGE

Choosing the right support for your Check Point solutions is essential to ensuring maximum security, connectivity, and reliability of your valuable information assets. As your security needs become more complex, even a small issue can have a huge impact on your productivity and profitability—and ultimately your business success.

You need local experts who speak your language and can provide onsite support, if needed. And your experts need the backing of worldwide support from Check Point teams and in-depth resources—24 hours a day—which are dedicated to providing solutions—even at the code level, if necessary. Plus, you want direct access to our large, online, self-service knowledgebase to quickly and easily answer your questions and reduce your support times and costs.

Bottom line, you want it all. Reliable support from a single point of contact, with clear visibility and accountability at every stage, dedicated to quality and your complete satisfaction so you can focus on your business—not your support.

## OUR SOLUTION

Check Point Collaborative Enterprise Support combines the unique capabilities of local Certified Collaborative Support Provider (CCSP) partners with the in-depth expertise and resources of Check Point, giving you the best support available to keep your business secure.

Your local CCSP is your point of contact for all your support issues, providing first-line support in your language with an intimate understanding of your environment and support needs. If additional support is required, your CCSP will work directly with the Check Point global, 24x7 Technical Assistance Centers for backline support. Our well-defined processes and documented Service Level Agreements (SLAs) ensure that we meet your expectations for quality and satisfaction.

You will receive Advanced Access to SecureKnowledge<sup>SM</sup>, our comprehensive self-service database designed to quickly and easily answer all your technical installation, configuration, and upgrade needs on Check Point products.

### How Collaborative Enterprise Support works

Any time that you need help, contact your local CCSP for first-line support. If for some reason your CCSP cannot solve your request, it will escalate your issue directly to a Check Point global, 24x7 “follow the sun” Technical Assistance Center. Our teams will open a service request (SR) in SecureTrak<sup>SM</sup>, our online service request system and then send you an email with the request details so that you can view and track your request any time. Our backline teams and engineers then work on your

## PRODUCT DESCRIPTION

Collaborative Enterprise Support delivers first-line service and support from local CCSP partners, backed by Check Point’s global experts, tools, and resources to solve your security issues quickly and efficiently.

## PRODUCT FEATURES

- First-line support on all your Check Point products from your local CCSP
- Global, “follow the sun” backline support from Check Point
- Advanced Access to thousands of solutions in SecureKnowledge<sup>SM</sup>, our online, self-service knowledgebase
- Prioritized routing for severe issues that demand immediate attention
- Clear visibility of issues escalated to Check Point using SecureTrak<sup>SM</sup>, our online request and reporting system
- Access to the latest software Hot Fixes
- Access to upgrades and major releases
- Regular customer satisfaction reviews and quality assessments
- Committed Service Level Agreements (SLAs) from Check Point

## PRODUCT BENEFITS

- First-line support from local experts with direct access to Check Point’s in-depth, global resources
- Faster, more efficient, and comprehensive resolutions from security industry experts

request, with all our resources, tools, and expertise available until we solve your issue to your satisfaction.

Your CCSP is your point of contact for any support issue, giving you direct access to and clear accountability for your request. Online tools like SecureTrak give you online, up-to-the minute status of your service requests, escalated to Check Point with just one click.

**Faster, more efficient resolutions**

Our teams work together seamlessly to ensure that your issues reach the right resources quickly, eliminating costly delays from multiple handoffs and repetition of information. Collaborative support provides us with a deep understanding of your environment and unique needs, enabling us to resolve your issues more quickly and efficiently, increasing your satisfaction and return on investment (ROI).

**Quality service from certified security experts**

CCSPs are dedicated to first-class service and support and must continually meet stringent Check Point customer satisfaction and quality requirements. All CCSPs are required to have Check Point certified security experts on staff, knowledgeable about the latest Check Point releases and products.

**Urgent support from Check Point**

Check Point offers committed response times and direct access for Severity 1 issues, defined as a problem with major system effect or system downtime. Check Point is committed to giving you, our customer, immediate support for your most urgent

issues, 24x7. For Severity 1 issues, you can contact Check Point directly or indirectly based on your program level for quality, highly available support for your mission-critical needs. Our highest-level program offers “fast path” escalation, ensuring that our senior support engineers handle your support issues at first contact.

**Expanded access to online, self-service tools**

You will have Advanced Access to SecureKnowledge, our self-service knowledgebase of thousands of in-depth solutions, articles, and comprehensive technical guides written by Check Point experts. Not only will you reduce your support times and resolve common issues, but you also will increase your internal skills and productivity.

**Critical Hot Fixes, software updates, and releases**

Every level of your Collaborative Enterprise Support program includes critical software bug fixes and Hot Fix Accumulators (HFAs) 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.

**Learn more**

To purchase Check Point Collaborative Enterprise Support or learn more about options and benefits available to meet your needs, contact your local CCSP and ask for a customized quote today.

**Check Point Collaborative Enterprise Support extends local support with global, in-depth resources to give you the most comprehensive service available. Choose one of our two programs and service level commitments below:**

Co-Standard	Co-Premium
	Fast path escalation
Indirect 30-minute response for Severity 1 issues only	Direct 30-minute response for Severity 1 issues only
4-hour regular response time	4-hour regular response time
24x7 backline Check Point support	24x7 backline Check Point support
Advanced Access to SecureKnowledge	Expert Access to SecureKnowledge
Feature upgrades, major releases	Feature upgrades, major releases
Bug fixes	Bug fixes

*With Collaborative Enterprise Support, Check Point provides backline support while the CCSP provides first call SLA. Customer works with the CCSP for normal support cases - with direct access to Check Point in case of critical (Severity 1) issues. The CCSP may charge additional fees for first-line SLA, please contact your local CCSP for pricing.*

**CONTACT CHECK POINT**

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