

COLLABORATIVE SUPPORT PROVIDER



Why Check Point Collaborative Support?

- Add value to your business by enhancing your team's knowledge and competencies.
- Obtain recognition for your technological expertise and knowledge of Check Point products, and improve your market position and competitive edge
- Increase your gross margins-build on Collaborative Support Services to create a full and comprehensive services portfolio for your customers
- Escalate complex service requests to Check Point's backline support teams- so you can reallocate your valuable resources to growing your customer base.

Check Point Collaborative Support Providers are an extension of Check Point, and your customer's first line of support for any Check Point related issue. CCSP Partners consist of highly-skilled resellers, integrators and support providers who've achieved Check Point Certified Security Expert (CCSE) certification and are committed to excellence of service and the highest of professional standards.

The CCSP Program is available for partners based in Europe, Middle East, Africa, Asia, and Mexico. Partners in other regions can become a collaborative support provider under the CSP program.

BECOME A COLLABORATIVE SUPPORT PROVIDER

The Check Point Certified Service Providers program is dedicated to those channel partners which have obtained the professional knowledge and deep expertise needed to deliver first-class technical support to Check Point customers.

Backed by Check Point's industry-leading expert resources, CCSP partners offer local, personalized service, acting as their customers' trusted IT and security consultants. With Check Point Collaborative Support, partners enhance their front-line support offering, while enjoying direct access to Check Point's global engineering teams and advanced support tools.

COLLABORATIVE SUPPORT PROVIDER RESOURCES

Collaborative Support Providers gain access to the latest tools and resources to help resolve their customers' Check Point issues:

- 24/7 backup support by Check Point Technical Assistance Centers (TAC)
- Software maintenance, hardware repair and replacement services
- Access to Check Point's online Support Center, the latest hotfixes, upgrades and releases
- Online tracking of Service Requests
- Product training, guides, and best practices

COLLABORATIVE SUPPORT PROVIDER REQUIREMENTS

- CCSE certified staff
- Timely and Professional management of customer Service Requests
- Hardware installation and deployment capabilities
- Compliance with Check Point's Return Material Authorization policies and guidelines
- Adherence to all other requirements as detailed in the CCSP SLA agreement

NEXT STEPS TO BECOME A COLLABORATIVE SUPPORT PROVIDER

Contact us by email at: CPPA@checkpoint.com