CHECK POINT

COLLABORATIVE ENTERPRISE SUPPORT

Check Point Collaborative Enterprise Support (CES) delivers local, personal support through a collaborative support partner who has access to our expert tools and resources and is backed by Check Point global technical assistance centers.

Collaborative Support Features

- 1st line support from a local support partner
- Global backline support from Check Point 24x7x365
- Advanced access to thousands of technical solutions and guides
- Access to the latest hot fixes, upgrades and major releases
- Prioritized routing for severe issues that demand immediate attention
- Committed Service Level Agreements with Check Point

Collaborative Support Benefits

- Work with a local support provider who understands your needs
- Maximize the value for all your Check Point products
- Proactively prevent threats before they become problems
- Strategically plan upgrades and fixes
- Submit, view and update your service requests online
- Quickly search thousands of proven solutions and documentation

CSP partners provide support in

- Canada
- United States.

CCSP partners provide support in:

- Europe
- Middle East
- Africa
- Asia
- Mexico

Choosing the right support for your Check Point solutions is essential to ensuring maximum security, connectivity, and reliability of your valuable 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.

Overview

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

Your local Support Provider 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 Support Provider 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, 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 you need help contact your local Support Provider first. If for some reason your Support Provider 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, 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 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.

Quality service from certified secruity experts

Collaborative Support Providers are dedicated to first-class service and support and must continually meet stringent Check Point customer satisfaction and quality requirements. All Support Providers are required to have Check Point certified Security Experts (CCSE) on staff, who are 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 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.

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.

Collaborative Enterprise Support (CES)	Co-Standard Support	Co-Premium Support	Co-Elite Support
Latest Hot Fixes and Service Packs	√	√	√
Major Upgrades/ Enhancements	√	√	√
Access to Secure Knowledge	Advanced	Expert	Expert
Unlimited Service and Support	9 x 5 business days	24 x 7 every day	24 x 7 every day
Committed Response Time	4 hours	30 minutes	30 minutes
Support Focal Point	Support Desk Engineer	Premium Support Engineer	Premium Support Engineer

For more information about Check Point Support please visit
http://www.checkpoint.com/support-programs-and-plans/index.html