CHECK POINT

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DIAMOND SERVICES
Personal   Professional   Proactive

Protecting the Unique Needs of Businesses with Mission-Critical Networks

Many organizations have unique support needs when managing their Check Point products. As they innovate and grow, their security architecture must also evolve. The newly enhanced Diamond Services Program is specifically tailored to meet these needs with a prevention-first approach to secure your Network, Cloud, and Workspace.

Diamond Services partners with your enterprise's IT staff, creating an expert support team committed to maximizing the value and performance of your Check Point security. This includes 24/7/365 comprehensive support and proactive consulting to minimize security risks.

Your Diamond Services engineer provides advanced technical account management with extended availability and assigned on-site days. Use on-site days for project planning, version upgrades, installations, performance tuning, optimization, and more. Extend your Enterprise Premium/Elite Support with personalized support, in-depth resources, and consulting.

Diamond Services Benefits

Minimize maintenance downtime by strategically planning upgrades and fixes

Enhance the technical expertise of your IT staff with our training plans and best practice guidelines

Communicate instantly with your support expert, who has deep knowledge of your security needs

Maximize the value for all your Check Point products in one easy contract

Diamond Services Features

- Direct access to your technical expert with a dedicated Diamond hotline.

- Expedited response and resolution for all support concerns.

- Diamond Services leverages a combination of advanced machine intelligence and security expertise to proactively identify and address potential failure points before they occur.

- Committed on-site support days plus remote service delivery.

- Version migration planning and performance tuning.

- A one-day architecture review/Health Check by Professional Services will assess an environment's overall health and wellness for security best practices and optimizations.

- **Full Smart Optimize** report that includes recommendation.

- Monthly newsletter for Diamond customers with a proactive update that will discuss important topics ranging from new versions of code, threat research insights, and general Check Point updates.

- **Threat Intelligence and Brand Protection** a managed service that helps organizations proactively identify and mitigate threats by leveraging advanced dark web monitoring technology and expert analysis. A free POC is available to Diamond customers.

- **External Attack Surface Management (EASM)** offers continuous, automated service to identify, analyze, and secure vulnerabilities, ensuring comprehensive visibility and proactive threat mitigation for your organization's digital footprint. A free POC is available to Diamond customers.

- **IGS Flex Credits** that can be used for a range of services to elevate your organization's security will be available at a 40% discount to Diamond customers. For the full list of services, click here.

- **Hacking Point Course** – Diamond customers are eligible for one FREE voucher for the Hacking 101 course through Hacking Point, a global education program for security experts to help master all types of pen testing techniques and cybersecurity practices.

Multiple Levels of Support to Fit Customers' Needs

Diamond

Your Diamond Services Engineer to handle all your support concerns and requests

Diamond Dedicated

An expert Diamond Services Engineer supports a single customer with massive security traffic and heavy utilization – for very dynamic environments

Diamond Global

Two expert Diamond Services Engineers support global customers from multiple locations

Diamond Plus

For the most complex network security needs, Diamond Plus adds a local Technical Account Management (TAM) resource to your Diamond Service contract

Diamond Services Portfolio

Feature	Diamond	Diamond Dedicated	Diamond Global
Expert Diamond Engineer	1 Designated	1 Dedicated	2 Designated Engineers★
On-Site Consultation Days★★	10	20	20
Direct Phone Access	Yes	Yes	Yes
Weekly Review Calls	Yes	Yes	Yes
First Response SLA for Severity—1	7x24; 30 minutes	7x24; 30 minutes	7x24; 30 minutes
Hotfix to Jumbo-Hotfix Accumulator (JHFA)	High Priority	High Priority	High Priority
Appliance RMA Determination★★★	By Customer	By Customer	By Customer
Quarterly Service Review	Yes	Yes	Yes
Annual "Meet the Experts" Meeting	Yes	Yes	Yes
Diamond Plus Program			
Additional On-Site Days	20	20	20
Total On-Site Days	30	40	40
Additional Off-Site Days	70	70	70
Total Days	100	110	110

★ **Global Customer Support by Expert Engineers**

- Two expert Diamond Services Engineers support global customers from multiple locations.
- On-site consultation days are limited to 10 per region per year.

★★ **On-Site Consultation Days**

- On-site consultation is available for a minimum of 3 days per visit. Any additional Travel and Expenses (T&E) will be billed to the customer.
- A 15-business day notice is required for scheduling on-site assistance, excluding emergencies.
- Unused Diamond days cannot be carried over to the next year and are valid only for the duration of the Diamond contract.

★★★ **Appliance Return Merchandise Authorization (RMA) Determination**

- Immediate RMA Processing: Upon receiving an RMA request with details of the appliance issue, a Diamond Services Engineer will process it immediately.
- Active CCSE Engineer Involvement: Preferably, an active CCSE certified engineer from the customer's staff should perform troubleshooting to determine if an RMA is required.
- False Positives Monitoring: If false positive RMAs exceed 20% annually, Check Point may revoke this privilege, requiring troubleshooting with a Check Point engineer before approval.