



YOU DESERVE THE BEST SECURITY

# SERVICE ACCOUNT MANAGER (SAM)

Customer Presentation

Alistair Watson: PS Head of Business Development

# Service Account Manager (SAM)

The Service Account Manager (SAM) service is an annual add-on to any support contract type, and is complementary to the Diamond and Advanced Technical Account Management (ATAM) services.

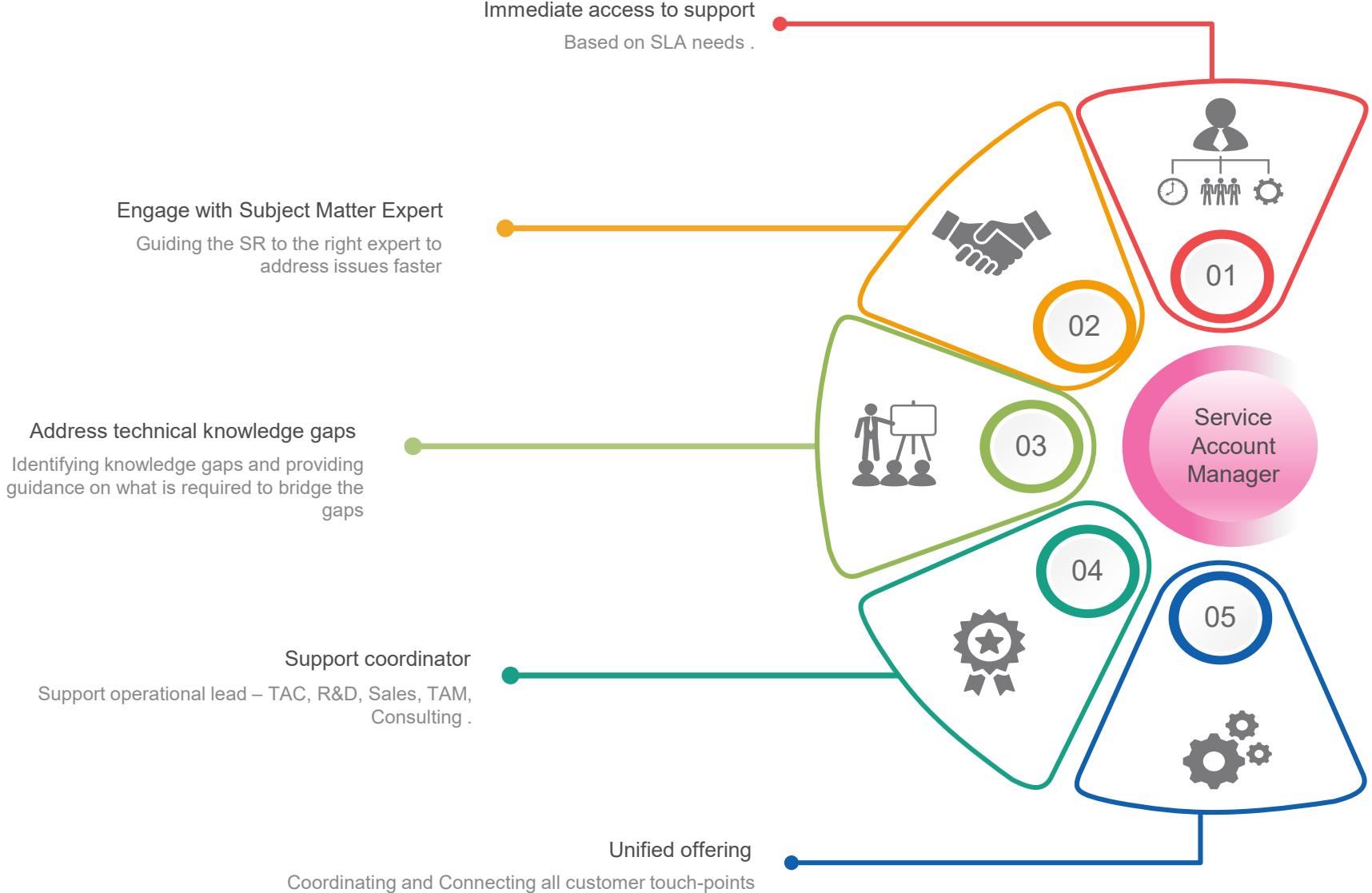
**THE SERVICE** – The SAM is a designated customer service leader familiar with your business and your needs. Designed to ensure proactive, coordinated access to Check Point experts to accelerate case resolution and strive to continuously improve your security posture.

Your SAM representative will lead the following activities, aligned to a 3-tier delivery model:



	SAM Tier 3	SAM Tier 2	SAM Tier 1
	Designated	Designated	Dedicated
Product Install Base	Up to \$1M	\$1-5M	>\$5M
Allocation	1 BD Per Week	Half Time	Full Time
Time zone	8-5/M-F	8-5/M-F	8-5/M-F
SKU	CPTS-PRO-SAM3-1Y	CPTS-PRO-SAM2-1Y	CPTS-PRO-SAM1-1Y
List Price	\$60,000	\$105,000	\$275,000
Centralized Service Management	*	*	*
Provide personalized support which offers increased productivity	*	*	*
Coordinate Root Cause Analysis (RCA) for Critical Incidents	*	*	*
Weekly Service Reviews	*	*	*
Business Reviews	Quarterly	Quarterly	Quarterly
Tailored Release Management Recommendations	Quarterly	Quarterly	Quarterly
Environment Best Practice Reviews	Semi-Annual	Semi-Annual	Semi-Annual
Focused, aligned delivery of PS, ATAM, Diamond services	*	*	*
Check Point Smart Optimize	1 session	1 sessions	3 sessions
Advanced Debug Training – free training course for 4 attendees	1 session	1 session	2 sessions
Check Point Pro Trial	3 months	3 months	6 months

# Exceeding Customer Expectations



Connecting all customer touch-points

# Working For You

## **Initial Kick-off**

*Introduction to your SAM and the benefits of the program.*

## **Identifying POCs**

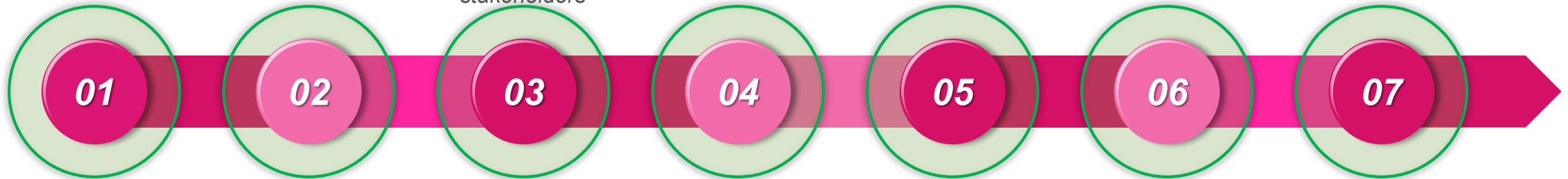
*Onboard Customer into SAM program and identify key customer stakeholders*

## **Weekly meetings**

*Weekly meetings to discuss open SR's and future plans.*

## **QBR**

*Quarterly business report will be generated to track performance each quarter.*



## **Assessment of environment**

*Learn about the environment and past support experiences to understand your goals and needs.*

## **Trial Onboarding**

*Helping you to onboard into Check Point PRO trial, determining when you would like your Smart Optimize and training sessions.*

## **Case updates**

*Open line of communication outside of weekly calls are welcome to discuss any of your Check Point needs.*

# Personalized Value



## Single Point of Contact

The SAM is the focal point for all your Check Point support needs. They provide centralized management throughout the entire lifecycle, this results in less duplication and faster resolution.



## Business Focused

Driving positive outcomes based on your business needs, and striving to continuously improve your security posture.



## Customized Account Management

Tailored weekly meetings, regular account assessments with executive reporting, Technical Root Cause Analysis, Proactive Alerts and Personal Notifications.



# Complimentary Trial Access to Check Point Advanced Services

## SmartOptimize

The only certainty in network security is change. Nothing is static; threats and your response to them change constantly. Over time, the constant changes required to maintain network security can negatively impact the performance of your network, expose you to security breaches and increase the operational overhead of managing your security policy

This powerful security optimization service is designed to specifically review and assess:

- ✓ The customer security posture
- ✓ Management system performance
- ✓ Resource utilization
- ✓ Operational efficiency
- ✓ Cleaning up legacy and unused object, merging like for like rules and optimizing your policy for best performance.

The report includes comments by a Professional Services Consultant with recommendations on remediation of identified issues, patching levels, and improving security posture.

## Advanced Debug Training

The advanced 3-day course that teaches how to effectively troubleshoot Check Point Security systems.

You will study numerous techniques to troubleshoot and debug Check Point based security systems. You will be provided with tools and information about troubleshooting. The course includes various examples from actual Check Point support cases and Professional Services field experience along with numerous hands-on practical labs.

This course is designed for expert users and resellers who need to debug configurations of a security gateway.

### PREREQUISITES

Experience in planning, implementing and managing network security systems based on Check Point products.

## Check Point Pro

Check Point Pro Support Evaluates System Parameters to Assess the Health of Your Devices

In today's connected world security administrators must always be on and operating at full force and reaction times are crucial for business integrity. Check Point PRO support ensures smooth operations of all IT and business needs by instantly being made aware of any and all risks, making handling technical issues after the fact a thing of the past.



SAM Your Service Account Manager – Go Beyond



**THANK YOU**

YOU DESERVE THE BEST SECURITY