



We will exceed your expectations with a designated Technical Account Manager who leverages over 10 years of IT Security best practices to deliver proactive, custom care that will minimize your risks and maximize your security investment.

Check Point Technical Account Management



YOUR CHALLENGE

IT security and network managers are overwhelmed keeping up with endless product updates, alerts and notifications. Yet most alerts are critical to ensure system availability and protection of assets. How can you guarantee all products are configured for optimal performance? You need a dedicated point of contact with a deeper level of technical expertise and product knowledge to provide consistent guidance about the best use of Check Point products.

OUR SOLUTION

We help you meet business goals and exceed customer expectations with a designated technical account manager who leverages over 10 years of documented IT Security best practices to deliver proactive, custom care that minimizes risks and maximizes security protection. The TAM is your single point of contact who delivers faster resolutions with project and support planning, on-going communications and trend reports, and even on-site days for tangible value to your organization.

We assign a primary consultant who serves as your single point of contact and performs the majority of the activities associated with the TAM service which includes any combination of the following activities as needed:

Enhanced proactive account management

- Designated Professional Services consultant
- Monthly / quarterly reports
- Customized proactive communication
- Case history and trend line analysis

Operations assistance and review

- Project plan review and validation
- Project and milestone communications
- Resource planning

PRODUCT FEATURES

- Designated Check Point contact
- Detailed hardware and software inventory report
- Monthly case management load trends
- Test lab planning, set up and testing
- Faster resolution of support and product issues

PRODUCT BENEFITS

- TAMs raise the visibility of customer issues within Check Point engineering and support teams for product enhancements
- Every security notification is analyzed for relevancy to each customer environment
- Monthly trending reports help companies plan and optimize resource utilization
- Validation of IT Security and support plans against industry best practices
- Feature update recommendations



Design review

- Validation of end user design changes
- Validation of installation checklists

Test lab topology setup and testing assistance

- Guidance on test lab topology setup and testing
- Sample test setup plan

Support planning

- Review end user support plans
- Software update recommendation strategy
- Proactive alerts on security and software updates
- Recommendations specific to end user environments

Diagnostic and troubleshooting assistance

- Enhanced and priority support call routing
- Proactive escalation of support and product issues within Check Point
- Best practices and recommendations for ongoing proactive optimization

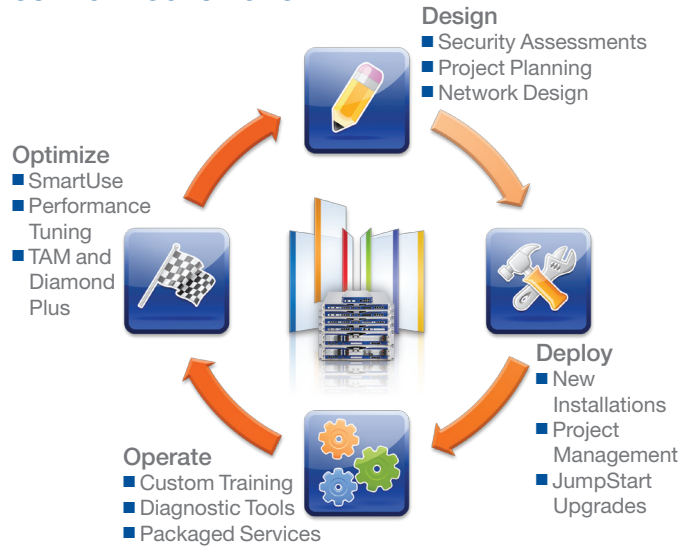
Unparalleled security knowledge and experience

The Technical Account Managers are experts from Check Point's own team of professional network security consultants who bring a unique combination of business experience and technical expertise to every engagement. Being part of Check Point, the worldwide leader in securing the internet, these security experts have unparalleled knowledge of security and best practices. All of our consultants have multiple technical certifications and an average of over 10 years of experience in network security. This global team of consultants is based throughout the world in order to be closer to our customers.

Onsite support when you need it most

Most described services are delivered remotely, with the exception of some pre-scheduled onsite days to use as you choose. A minimum of two (2) onsite days per visit is required, and all travel and related expenses are included.

PROFESSIONAL SERVICES AND SUPPORT SOLUTIONS



LEARN MORE

To find out how Technical Account Management can help you maximize the performance of your security network and increase your ROI, visit our Web site at, <http://www.checkpoint.com/services/professional> or email us directly at ps@checkpoint.com.

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