

# Direct Enterprise Support

*Comprehensive service from experts you trust*

## YOUR CHALLENGE

You already rely on Check Point to keep your business secure, but even the best security products rely on continuous updates and support to keep pace with ever-evolving threats.

Viruses, worms, hackers, and even internal threats are more aggressive than ever, determined to find a way into your networks and exploit the latest vulnerabilities. At the same time your business is evolving and changing to take advantage of new technologies. VoIP, instant messaging, and other applications promise cost-effective ways of doing business, making you more productive and competitive. You need security that keeps pace with threats—and your business.

You need access to the latest updates and upgrades to stay ahead of new threats, maximize your solutions, and take advantage of new technologies. You want trusted and reliable security experts to quickly resolve your most critical issues when they arise—anytime, anywhere. And you demand it all in a cost-effective solution that maximizes your current investment and increases your total ROI.

## OUR SOLUTION

Check Point Direct Enterprise Support delivers the comprehensive protection and service you've come to expect from the worldwide leader in securing the Internet. From access to the latest security technologies and major upgrades to personalized support from the experts, we're committed to protecting your business and your investment.

Check Point Direct Enterprise Support offers unlimited coverage and support across all your Check Point products with one simple contract. You're guaranteed access to critical hot fixes, major upgrades, and the latest product enhancements to keep pace with evolving threats and to take advantage of new technologies. Extend your valuable internal support resources with online self-service tools like SecureTrak<sup>SM</sup> and thousands of proven solutions in SecureKnowledge<sup>SM</sup>. Get global, 24x7, follow-the-sun support for your mission-critical issues from our experienced and certified technical support staff. You can rely on Check Point Direct Enterprise Support to deliver fast and efficient support that meets your needs—anytime, anywhere.

Protect your business and stay ahead of ever-changing threats with Check Point. You already have the best security—now get the best service and support. No one knows more about Check Point security than we do.

## PRODUCT DESCRIPTION

Check Point Direct Enterprise Support delivers comprehensive and unlimited protection from experts.

## PRODUCT FEATURES

- Single comprehensive contract protects all Check Point products
- Critical hot fixes, service packs, and major upgrades
- Unlimited support from certified Check Point tech support engineers
- Global 24x7, follow-the-sun technical assistance centers
- Dedicated support desks
- Submit, view, and update service requests online with SecureTrak<sup>SM</sup>
- Search thousands of solutions with SecureKnowledge<sup>SM</sup>
- Committed response times and Service Level Agreements

## PRODUCT BENEFITS

- Increased security and value for all your Check Point products
- Low TCO, high ROI
- Up-to-date protection and security from the latest threats
- Business continuity with unlimited access to Check Point's certified technical support engineers
- Real-time, global, 24x7 tech assistance for mission-critical service
- Issues resolved quickly with priority routing and dedicated support teams
- Access to in-depth solutions with self-service online tools



*The NGX platform delivers a unified security architecture for Check Point.*

### Comprehensive service and support

Check Point Direct Enterprise Support offers you the flexibility to choose the program that best meets your requirements. Just one contract simplifies maintenance and delivers unlimited coverage and support across all your Check Point products.

### Latest security and protection

Ensure access to critical hot fixes, service packs, and major product upgrades for a full year. Stay secure against the latest threats and protect your valuable business resources. Take advantage of new features as soon as they're available, increasing your ROI with Check Point solutions.

### Unlimited support from security experts

Get continuous support from our experienced Check Point certified technical support engineers no matter how many times you need it. You can rely on our trusted teams of security experts to resolve your urgent issues with the best possible solution for your business.

### Mission-critical support—anytime, anywhere

Our global support centers deliver 24x7, follow-the-sun support for your mission-critical issues, giving you the help you need when you need it. Whether you contact us by Web, phone, or email, committed response times guarantee you'll get real-time service anywhere in the world.

### Fast, efficient processes and service

Get fast, efficient service and support every time with priority routing and committed response times, reducing downtime

and minimizing the effect of issues. Your named support contacts collaborate with our dedicated support teams to create a dependable relationship focused on quality service.

### Immediate access to online support

Take control of your support with access to our online support request system, SecureTrak. Create, view, or update any service request and get up-to-the-minute status and history for a complete view into your support.

### Self-service answers and solutions

Reduce your solution times and increase internal skills and productivity with access to our self-service knowledge base, SecureKnowledge. Search thousands of solutions, articles, and in-depth technical guides written by Check Point experts.

### Personalized, consultative support

Enterprise Diamond Support extends Enterprise Premium Support to create a personalized and dependable support relationship. Your designated Technical Engineer provides ongoing reviews, proactive analysis, consultation, and onsite support to deliver worry-free protection and satisfaction.

### Learn more

For more information on Direct Enterprise Support or other solutions, contact your Check Point representative, visit the Check Point Services Web site at <http://www.checkpoint.com/services>, or email us directly at [sales@checkpoint.com](mailto:sales@checkpoint.com).

### Check Point Direct Enterprise Support provides increasing value and benefits with tiered pricing based on account size.

	Enterprise Software Subscription*	Enterprise Standard Support	Enterprise Premium Support	Enterprise Diamond Support
Latest Hot Fixes and Service Packs	✓	✓	✓	✓
Major Upgrades and Enhancements	✓	✓	✓	✓
Access to SecureKnowledge	✓	Advanced	Advanced	Expert
Unlimited Service and Support		12x5 business day	24x7 every day	24x7 every day
Committed Response Time		4 hours	30 minutes	30 minutes
Customer-Approved Contacts		5	10	10
Issues Opened With		Support Desk	Premium Support Desk	Designated Diamond Engineer
Regular Review Meetings				✓
Phone Consultation				✓
Onsite Assistance				✓

\*Enterprise Software Subscription is a prerequisite to purchasing all Check Point Enterprise Support Programs.

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