



Enterprise Support

BENEFITS:

- Access to latest security innovations
- Up-to-date protection from new threats
- Unlimited direct access to experts, available 24x7
- Flexible access via Web request, email, and telephone
- Documented service level agreements

YOUR CHALLENGE

Security, connectivity, and reliability of communications are mission critical. Even the best security products need to be up-to-date to give you continuous protection. You need the latest technology to secure your business, and the best technical support to ensure that if issues arise, they are resolved quickly. You want a trusted partner you can count on for reliable, convenient, and efficient support for your Check Point Internet security solutions.

OUR SOLUTION

Check Point Enterprise Support provides the expertise and responsiveness you've come to expect from the worldwide leader in Internet security. Our Enterprise Support offerings meet your specific needs for immediate access to the latest software updates, technical information, and assistance from technical support experts.



WORLD-CLASS SUPPORT

Check Point Enterprise Support offers you the flexibility to choose the program that best meets your software subscription and support requirements. These programs deliver world-class support for all Check Point products within your organization. You have convenient

access to resources when you need them—from downloadable software updates to unlimited 24x7 access to Check Point trained and certified security experts. One comprehensive service contract and one renewal date simplify maintenance and save you time.



Intelligent Security



COMPREHENSIVE SERVICES

Enterprise Support provides a combination of features, depending on the service level you choose. (See the table below.)

Software Subscription Services

Access product upgrades, service packs, and hot fixes for a full year to ensure your Check Point solutions are up-to-the-minute with the latest security innovations.

Unlimited Service Requests

Get support from security experts for a full year, regardless of how many times you require it.

24x7 Live Support Available

Reach technical experts directly via Web request, email, or phone for efficient technical assistance and problem resolution whenever you need it.

Advanced Access to SecureKnowledge

Independently diagnose and solve installation, configuration, and upgrade issues with Check Point SecureKnowledgeSM, an online database of technical information.

Enhanced Hardware Warranties

Companies that include InterSpectTM, ConnectraTM, and VPN-1 EdgeTM appliances in their Enterprise Support agreement can automatically receive additional benefits, such as extended years of on-site support for InterSpect and Connectra, or Secured Advanced Replacement for VPN-1 Edge.

EFFICIENT PROCESSES

Enterprise Support eases your support experience with user-friendly processes, tools, and services.

Service Level Agreements

Understand support benefits and processes with detailed Service Level Agreements that include support contact information, process flow, terms and conditions, as well as Check Point and customer responsibilities.

Committed Response Times

Have your issues assigned to an agent within a specified time frame based on the terms of your Service Level Agreement and issue urgency.

Customer-Approved Support Contacts

Add an additional element of security by ensuring that only a limited number of approved and qualified personnel can contact Check Point for support.

SecureTrak

Go online for up-to-the-minute status of your latest requests and access to your entire service request history via SecureTrakSM.

Dedicated Account Representative

Depending on the program, receive personalized assistance by an assigned account coordinator who acts as your company's liaison with Check Point Support. The account coordinator assists you in managing product support, creating customized reports, and tracking issues.

| Feature | Enterprise Software Subscription | Enterprise Software Subscription & Standard Support | Enterprise Software Subscription & Premium Support |
|--|----------------------------------|---|--|
| Software Subscription Services | x | x | x |
| Unlimited Service Requests | | x | x |
| Web, Email, and Phone Support | | 12 x 5, business days | 24 x 7 x 52 |
| Advanced Access to SecureKnowledge | | x | x |
| Enhanced Hardware Warranties | x | x | x |
| Service Level Agreements | | x | x |
| Committed Response Times | | 4 hours | 30 minutes |
| Customer-Approved Support Contacts | | 5 | 10 |
| SecureTrak Web Request and Tracking System | | x | x |
| Dedicated Account Representative | | | >\$100K in Product |

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