CHECK POINT
DIRECT ENTERPRISE-BASED SUPPORT (EBS)

Check Point Enterprise-Based Support delivers comprehensive, expert support directly to end-user customers.

Direct Support Key Features

- 24 x 7 global technical assistance centers
- Single comprehensive contract protects all Check Point products
- Critical hot fixes, service packs and upgrades
- Access to online diagnostic tools and resources
- Priority call routing to dedicated support teams
- Committed response times and service levels
- Optional onsite support and appliance support
- Check Point PRO provides preemptive detection and proactive resolution of security gateway issues

Direct Support Key Benefits

- Resolve your support cases faster
- Maximize the value for all your Check Point products
- Proactively prevent threats before they become problems
- Strategically plan upgrades and fixes
- Submit, view and update your service requests online
- Quickly search thousands of proven solutions
- Get unlimited expert support from certified engineers

You already rely on Check Point to keep your business secure, but even the best security products need continuous updates and support to keep pace with ever-evolving threats. Viruses, worms, hackers, and internal threats are more aggressive than ever, determined to find a way into your networks to exploit the latest vulnerabilities. At the same time, your business is evolving to take advantage of new technologies. BYOD, file sharing, the cloud, and other apps 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 automatic updates and upgrades to stay ahead of threats, maximize your solutions, and take advantage of new technologies.

OVERVIEW

Check Point Enterprise-Based Support (EBS) delivers comprehensive support and protection directly from Check Point experts to help businesses efficiently use Check Point solutions. From access to the latest security technologies and major upgrades to personalized support from engineers, we're committed to protecting your business and your investment. Check Point EBS 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. Get global, 7x24 support for your mission-critical issues from our experienced and certified technical support staff and choose from our onsite upgrade options if you need replacement hardware fast. Check Point PRO plans introduce a preemptive approach to security support with daily monitoring of your security gateways, and proactive remediation of issues to prevent service downtime.

You already have the best security — now get the best service and support. No one knows more about Check Point security than we do.

Comprehensive service and support

Check Point EBS 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 threat 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 technical assistance centers deliver 7x24 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, our committed response times guarantee you'll get real-time service anywhere in the world.

Onsite hardware replacement services

Our worldwide onsite upgrade options for Standard and Premium Support contracts offer onsite services in 150 countries and over 1,000 metropolitan areas for a Check Point certified engineer to deliver, install, connect and reconfigure the hardware replacement.

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. Enterprise Diamond Plus delivers additional focused support to enhance your IT staff including project planning and operational assistance.

PRO - Proactive, Protective, Professional

Check Point PRO monitors your management and security gateways daily to identify points of failure before they occur. When a severe issue is detected, a Check Point PRO expert proactively contacts you to help resolve the issue and prevent service downtime. Check Point PRO also provides you with a comprehensive report, delivering an overview of your overall security, diagnostics and actionable insights.

	Software Subscription	Enterprise Standard Support	Enterprise Premium Support	Enterprise Elite Support	Enterprise Diamond Support
PRO Availability		✔	✔	✔	
Hot Fixes / Service Packs	✔	✔	✔	✔	✔
Major Upgrades	✔	✔	✔	✔	✔
SecureKnowledge Access	✔	Advanced	Expert	Expert	Expert
Service and Support		9 x 5 business days	24 x 7 Every day	24 x 7 Every day	24 x 7 Every day
Response Time		4 hours	30 minutes	30 minutes	30 minutes
Issues Opened with		Support Desk	Premium Support Engineer	Premium Support Engineer	Designated Diamond Engineer