



The Support Solution

CHECK POINT CERTIFIED SUPPORT PARTNERS

Since businesses need trusted technology partners to deliver superior technical support, Check Point Software Technologies has launched the Certified Support Partner (CSP) Program to recognize partners who have a proven record of delivering support for Check Point products and solutions. CSPs have formal relationships with Check Point, enabling them to fully leverage Check Point's technical support resources and resolve your technical issues as effectively as possible.

Assistance from a world-class technical support provider is essential to maximizing the return on investment for your security solutions.

Check Point annually evaluates every CSP to ensure they consistently provide the best possible assistance. Annual evaluations are based on a ten-step assessment process that includes a review of the partner's technical support metrics and feedback from customer satisfaction surveys administered by Check Point. This evaluation ensures that all partners in the program meet minimum technical support standards set by Check Point.

When you select a Check Point CSP as your technical support provider you can count on:

- **Access to 24x7 Technical Support:** By selecting a CSP, you are assured of receiving technical support from a company committed to delivering world-class service. Every CSP participating in the Check Point program is required to offer support 24 hours a day—7 days a week.
- **Problem Resolution from CCSEs:** CSPs invest heavily in personnel as well as facilities. All Certified Support Partners are required to have Check Point Certified Security Experts (CCSEs) on staff. These experts have experience in networking and network security and have passed the exams required to achieve their CCSE designation. This requirement ensures that the partner has the most qualified experts available to address Check Point related technical support issues.
- **Timely Responses:** CSPs maintain standard response times for all technical support offerings. Setting response times defines service delivery parameters and lets you know when to expect a response to your request.
- **Support Enhanced by SecureKnowledgeSM:** Partners in the CSP program have access to Check Point's online problem resolution tool, SecureKnowledge. Every solution in the SecureKnowledge database is built from a real world customer issue and undergoes a rigorous review process to evaluate its technical accuracy as well as usability. This process ensures that every solution in the database provides the most concise and accurate answer possible. Partners in the CSP program use this tool as a first line resource to resolve your issues.

The Certified Support Partner Program reflects Check Point's commitment to providing industry leading network security solutions that are backed by world class support. Partners in this program are dedicated to providing superior support on Check Point products, and Check Point contributes to this relationship with its own support resources and standards. This program ensures that customers have access to superior technical support and recognizes partners for the quality support they deliver.

To locate a Check Point Certified Support Partner, visit:

www.checkpoint.com/csp_locations