Collaborative Enterprise Support FAQ for Customers

Overview
Features and Options
Availability and Pricing

Overview

What is Collaborative Enterprise Support?
Check Point Collaborative Enterprise extends local first-line support from your Certified Collaborative Support Provider (CCSP) Partner with Check Point's backline global, in-depth resources to give you the most comprehensive service available:

Co-Standard	Co-Premium
	Fast path escalation
Indirect 30min response for severity 1 issues only	Direct 30min response for severity 1 issues only
4-hour regular response time	4-hour regular response time
24x7 backline Check Point support	24x7 backline Check Point support
Advanced Access to SecureKnowledge	Expert Access to SecureKnowledge
Feature upgrades, major releases	Feature upgrades, major releases
Bug Fixes	Bug Fixes

How does it work?
Whenever you need help, contact your local CCSP Partner for first-line support. If for some reason they're unavailable to solve your issue, they'll escalate your request directly to Check Point's global, 24X7 "follow the sun" Technical Assistance Centers.

Our teams will open a service request (SR) for you in SecureTrak℠, and then we will send you

an email with the request details so that you can view and track your request any time. Our backline teams and engineers then work on your request with all of our resources available until your issue is resolved to your satisfaction.

Who offers it?
Collaborative Enterprise Support is delivered through select Check Point Certified Collaborative Support Provider (CCSP) Partners, but is not currently available in all geographies. Contact your local CCSP to find out more and request a quote, or use our Partner Locator to find a CCSP in your area.

Features and Options

Can I get onsite support?
Most CCSPs offer onsite support for mission-critical systems with options specific to each partner. If you need onsite support options contact your CCSP to learn more about availability, coverage, response times, etc. and ask for a quote.

Who do I contact for support?
Your CCSP is your primary point of contact for all your support needs, so they'll be the first ones you'll call when you need support or service. If they're unable to resolve your request, your issue will be escalated to Check Point's backline support and we will work together until your issue is resolved.

Can I contact Check Point directly for support?
Only customers with Co-Premium support can contact Check Point directly for severity 1 issues and get Check Point's backline support working immediately to solving your issue.

How do I view or get status on my requests?
Your CCSP is your point of contact for all of your support needs, and should be able to give you status on your open requests. You can view and get status on requests that have been escalated by your CCSP to Check Point through SecureTrak, our online service request system. Log into SecureTrak with your User Center account.

What does 'indirect, direct' for severity 1 issues mean? How does it work?
Indirect and direct refer to whether you can contact Check Point or your CCSP first for your severity 1 issue.

> If you have Co-Standard Support, contact your CCSP first for severity 1 issues and they'll escalate the issue to Check Point backline support if necessary.

> If you have Co-Premium Support, you have the option to contact Check Point directly for severity 1 issues and have Check Point's backline support working immediately to solving your issue.

What's the definition of 'Severity 1'?
A severity 1 issue is defined in as "An *Error* isolated to *Software* that renders product inoperative or causes the product to fail catastrophically; e.g., major system impact, system down." You'll find more information, definitions, and commitments from your CCSP and in our Service Level Agreement (SLA).

What does 'Fast Path Escalation' mean?
Fast path escalation means all of your service requests escalated to Check Point by your CCSP, regardless of severity, will be opened directly with our most experienced senior support engineers. The feature is only available to customers with Co-Premium level support.

Can I create or edit requests using SecureTrak?
No, you cannot use SecureTrak to create or edit requests, only to view requests escalated to Check Point by your CCSP. If you need to add more information to an open request like debugging output or configuration files, you can send Check Point an email with your request number and we'll update your request.

What is a 'feature upgrade' compared to a 'bug fix'?
A 'feature upgrade' is defined as any product release that contains new features and upgrades, e.g. a minor or major release. A 'bug fix' is the repair or replacement of an object or executable code in a product in order to remedy an error. Hot Fix Accumulators (HFAs) compile multiple product fixes and patches into one download, and are categorized as a form of a "bug fix" rather than a "feature upgrade."

What is SecureKnowledge? What do I get with Advanced Access?
SecureKnowledge is our online, self-service knowledgebase designed to quickly and easily answer all of your technical installation, configuration and upgrade needs on Check Point products. Advanced Access gives you expanded access to more detailed solutions, tips, resource guides, and in-depth diagnostic and troubleshooting tools to reduce your solutions times and costs.

Availability and Pricing

How much does it cost?
Collaborative Enterprise Support program is priced as a percentage of your total installed Check Point account value, with tiered pricing providing better value for larger accounts.

Account Value	Co-Standard	Co-Premium
< $50,000	18%	24%
$50,000 - $100,000	17.5%	23.5%
$100,000 - $250,000	17%	23%
$250,000 - $500,000	16.5%	22.5%
$500,000 - $1 million	16%	22%
> $1 million	15.5%	21.5%

Contact your CCSP Partner for a quote and detailed pricing information.

How do I get a quote?
You can get a quote for any Check Point Support program through your CCSP.

How much do feature upgrades and major releases cost?
Contact your CCSP for more details about pricing and ask for a quote.

Can I get Collaborative Enterprise Support if I already have support?
Most support programs are annual contracts, but your local CCSP may offer a transition or 'trade in' if you want to move to Collaborative Enterprise Support now. Contact your CCSP to ask if this is possible and to learn more about terms and pricing.

Can I upgrade from one program level to another? How does that work?
You can change your program level when you renew your support contract at the end of your annual term. If you want to change from one program to another before your renewal date, contact your CCSP for terms and conditions.

Where can I find more information like datasheets, Service Level Agreements, etc?
Collaborative Enterprise Support is being rolled out to select CCSPs and geographies, so information is limited only to those customers who are eligible for the program. Contact your CCSP for more information including datasheets, Service Level Agreements, and more.