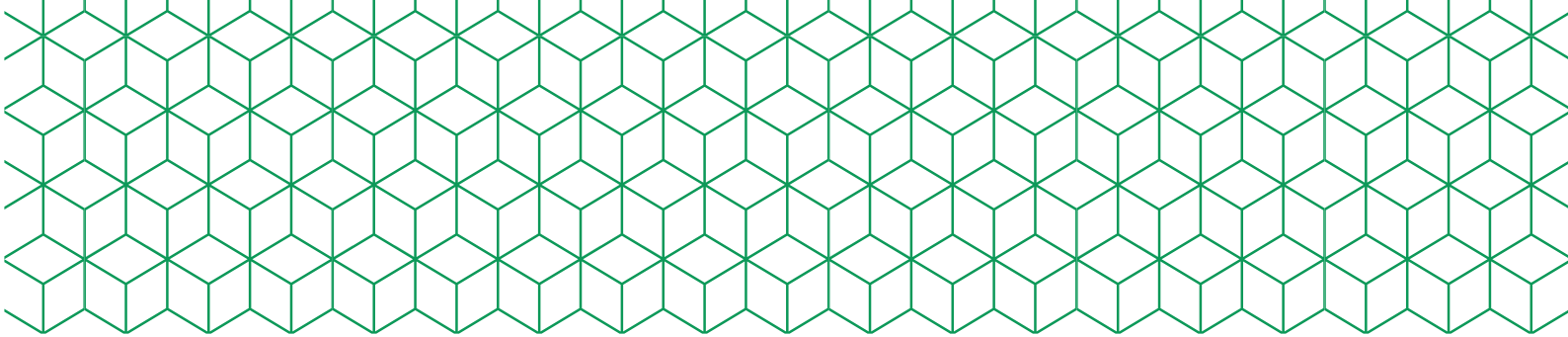


For Fast & Efficient 24x7

# Check Point Support

**Check Point Certified Support** Provider



## Overview

The Technical Assistance & Support is a basic requirement for the customers when they start using a product from the specific OEM Vendor(s). The model of Support offered OEM vendors is broadly classified into two categories, (1) Direct, and (2) Partner Led. The customers can opt for the Direct support model while ordering the product from the respective OEM and should have the available skills to front-end with the OEM Technical Assistance Centre. In contrary, the Partner Led technical assistance & support handles the issue on behalf of the customer on most of the occasions and in the event of any issue not getting resolved by the Partner technical staff is further escalated to OEM TAC for the final resolution. This model has a backline support of OEM but it adds value by offering more localized access, regional language support at times, and a lesser cost of ownership to the customer.

Having a rich experience in Check Point R&D and its products by the virtue of the founders & senior management of QOS Technology in their erstwhile positions, QOS Technology is an apt partner of choice for the customers that look for the Partner led support of Check Point Products & Service blades. QOS Technology has a highest density of Check Point certified resources at one single place in Asia Pacific to offer a world class Level-1, Level-2, & Level-3 support on Check Point solutions. With a commitment & passion of driving the customer satisfaction for the support of Check Point solutions, QOS engineers demonstrate not only the high technical competence but also the ability to offer the good

support experience to the Check Point customers. On the scale of competencies, QOS Technology enjoys the self-sufficiency of solving nearly 87% of the Service Requests opened by the customers and about 13% are only escalated to Check Point for the backline support in a track of 7 years in services. There are 5 different shifts that have been setup with a sufficient number of resources and competencies to offer a similar experience to the customers, no matter of the time window of 7x24, in which they open or progress in the resolution of the issue.

90%

Customer Satisfaction Record

450

Customer Cases Handled every Month

24x7

Support Available

100%

CCSE Engineers in TAC

87%

of Cases are solved by our L1,L2 and L3 Team



We're one of the highest Rated Check Point Partner

# Check Point Support Plans

As a Check Point Certified Support Partner, QOS Technology delivery model complies with all the desired standards & support norms required for the partner of Collaborative Enterprise Support (CES) by Check Point Software Technologies. The service levels are as explained below and in line with the Check Point global norms, however, QOS has created a specialized package for the high touch customers, with a name of QOS RADAR services. This offering is an add-on component to CES-Premium support customers

of Check Point, where QOS Technology offers, (1) Half Yearly Preventive Maintenance, (2) On-site Support engineer for any Priority-1 Ticket for up to 10 times in a year, and (3) Advance Troubleshooting Training for the Customers' team once per year. The QOS RADAR services bundle is most suited to the critical & sensitive Check Point customers across the region and helps building the higher satisfaction index for the installed Check Point solutions.

Support Service	Standard	Premium	Elite	QOS Radar
Basic SLA	Yes	Yes	Yes	Yes
Onsite Engineer Availability	No	No	Yes	Yes
Support Focal Point	T1 Engineer	T2 Engineer	T3 Engineer	TAM Engineer
Unlimited Service Requests	Yes	Yes	Yes	Yes
Committed Response time to Severity-1 issues	30 Minutes	30 Minutes	30 Minutes	30 Minutes
Committed Response time to Severity 2,3 & 4 issues	4 Hours	4 Hours	4 Hours	4 Hours
Latest Hot Fixes & Service Packs	Yes	Yes	Yes	Yes
Major Upgrades & Enhancements	Yes	Yes	Yes	Yes
Access to Knowledgebase	Yes	Yes	Yes	Yes
Free Training*	No	No	Yes	Yes
Support Channel	Shared	Shared	Shared	Dedicated
<b>Preventive Maintenance Services**</b>	No	No	No	<b>Yes</b>
<b>Advance Troubleshooting Training</b>	No	No	No	<b>Yes</b>

\*Free Training hours are limited.

**\*\*Preventive Maintenance:** Mainly targeted at Check Point customers with a critical or sizable volume for Check Point solution deployment, preventive maintenance services is a specialized proposition that encompasses one-time collection and analysis of the critical attributes of Check Point solution to discover any potential inconsistencies that may have started occurring in the past. The aforementioned irregularities may potentially cause either Severity-1 or Severity-2 issues later on. This includes:

1. Overall analysis of the key features of the solutions deployed by Check Point on the basis of QOS templates.
2. Implement and run the QOS script for analyzing complex and mutually inclusive performance attributes.
3. Working either remotely to record irregularities and hygiene parameters of the solution
4. Scheduling downtime may be necessary once our team submits their final report containing corrective steps and procedures.
5. Once approved, the corrective steps will be carried out by our team. This final phase is optional, and it is largely dependent on our client's preference.

## How Remote Support Works?

A typical ticket raised on QOS Portal goes through following stages before final resolution takes place.



Sign the SLA



Client comes across a Security Issue



Client contacts local CCSP for first-line support



Client receives credentials to track the status of Ticket just being raised.



Our team uses all the necessary tools, resources and expertise for effective and timely resolution of the case.



Any Issue not getting resolved in the stipulated time is escalated to Global TAC of Check Point for quick resolution.

For more information,

# GET IN TOUCH

## QOS Technology

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