



Check Point Elite is a premium service solution that minimizes security network downtime even if a software failure occurs. The solution offers 30-minute committed response times, urgent onsite care, and special access to Support Center resources.

Check Point Elite Support

YOUR CHALLENGE

If your security software ever experiences a serious error it can jeopardize the performance and protection of your network, and put your assets at risk. Large companies and high-performance networks cannot afford downtime or prolonged waiting for technical support. Maintaining security network functionality and guaranteed fast response times are vital support requirements for security administrators.

OUR SOLUTION

Check Point Elite Support provides comprehensive support all day every day plus adds 24-hour emergency dispatch service for any critical software error that you cannot resolve. Check Point Elite is for premium support customers who want faster committed response times and on-demand urgent onsite care for total peace of mind support.

On-demand support for critical support cases

If your Check Point security software experiences a serious error, contact Check Point TAC. As soon as we receive your call, a Check Point security engineer will be dispatched to your location and will arrive as soon as travel allows, to resolve your critical system error and restore your network. Critical cases involve a software or appliance error that causes the product to fail. Hardware issues are already covered by our hardware return and replacement policy and are not eligible for emergency dispatch service.

FEATURES

- Emergency dispatch service for critical support cases
- Unlimited, global 7 x 24 support
- 30-minute response for most support cases
- Fast-path escalations to premium help desk

BENEFITS

- Faster support solutions
- Total peace of mind coverage
- Expert access to knowledgebase
- On-demand expert resources



Fastest support solutions



Expert on-demand resources



Expert tool, tips and techniques



Faster response times

The main goal of Check Point Elite is to provide the fastest support solutions with the least interruption to your business. Elite delivers unlimited support 7 x 24 x 365 with committed 30-minute response times for all Severity 1 AND 2 cases to ensure first-rate support when time really matters.

Faster hardware replacement

Elite customers also receive expedited hardware repair and replacement services. To initiate an RMA (return materials authorization), simply contact Check Point or your local partner and your hardware replacement unit will be shipped on the next flight out, saving you up to 24 hours from the normal RMA process.

Expert on-demand resources

Check Point has the expertise, tools and techniques to restore security networks fast. Our engineer will work with your IT team to execute an action plan with expert troubleshooting techniques, advanced diagnostics tools, hot-fix installations, and testing until the functionality of your security network is restored. After the critical issue is resolved, a detailed root cause and prevention analysis report documents the case. The engineer will remain at your location for up to three calendar days or until the

functionality of your security network is restored. Elite customers get special access to Support Center resources and experts 24 hours a day.



How to order

Please contact Check Point or your local partner to order Elite. You can also generate a free quote from the Services Quote tool in **Check Point User Center** with CPES-SS-ELITE or CPCES-CO-ELITE.

SUPPORT COMPARISON

	Standard	Premium	Elite
Basic Service Level Agreement	5 x 9	7 x 24 x 365	7 x 24 x 365
Onsite Engineer for Critical SR	No	No	Yes
Response Time for Severity 1 Issues	30-minute	30-minute	30-minute
Response Time for Severity 2 Issues	4-hour	2-hour	30-minute
Support Focal Point	Support Center Engineer	Premium Support Engineer	Premium Support Engineer
Access to Support Knowledgebase	Advanced	Expert	Expert
Return Material Authorization (RMA) Determination	TAC	Partner	Partner
RMA Shipment Method	Same/Next Business Day Shipment	Express Delivery	Express Delivery
On-site Delivery (when purchased)	5 x 9 x NBD	7 x 24 x 4H	7 x 24 x 4H

CONTACT CHECK POINT

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