

CHECK POINT SUPPORT SERVICE

Offers comprehensive support for all your Check Point technologies, providing a single point of contact for all inquiries and issues.



CYBER SECURITY

HOW DOES THE SERVICE WORK?

The Check Point Support Service provides remote telephone-based technical Support through Softcat's dedicated Check Point certified engineers. Softcat's Check Point engineers will provide technical assistance recommendations, updates for software support queries, as well as hardware repair and replacement support.

Where you require assistance or information on how to resolve an issue, Softcat's experienced Check Point certified engineer will work with you to establish a resolution or workaround. This will include best practice and recommended implementation approaches for the application of that resolution or workaround and configuration advisory support.

Where a hardware issue is identified on a supported product, a component or part will be dispatched to support the resolution of the hardware issue, depending on the level of support taken.

Where you require a resource outside of the contracted service to apply changes, fixes, or configurations, you can access Softcat's Professional Services.

BENEFITS TO YOU

People

Knowing that 24x7x365 technical support is available through the Check Point Support Service brings peace of mind.

With a dedicated team of experts on hand, any technical issues can be promptly addressed, allowing your teams to focus on their core tasks and business objectives, confident that their technology infrastructure is well-supported.

Technology

With access to software advisory support and regular updates, you can optimise the performance of your Check Point software.

Softcat's engineers offer valuable insights, best practices, and recommended implementation approaches to maximise the benefits of the latest software features, patches, and security updates, ensuring a more secure and efficient Check Point platform.

Commercials

With access to technical support, you can save on costs associated with an in-house team, such as training and hiring costs, resulting in better cost efficiency and resource allocation.

The quick and reliable support available also leads to improved productivity and fewer business disruptions.

SUITABLE FOR YOU IF...

- ✓ You're looking for 24/7 technical assistance.
- ✓ You want to optimise your Check Point software performance with regular updates and security recommendations.
- ✓ You need reliable hardware maintenance for quick issue resolution.
- ✓ You are looking for collaborative troubleshooting and personalised solutions.
- ✓ You'd like cost-effective access to skilled Check Point certified engineers.

WORKS WELL WITH

Governance, Risk and Compliance

Helping you meet regulatory obligations, address key risks, and ensure your information security strategy is aligned with your business objectives.

Managed Sentinel Service

Reducing cyber risk by monitoring for, and detecting, security threats – enabling you to respond quickly, with guidance from cyber analysts.

Security Baseline Assessment

Providing a 'point-in-time' look at your organisation's cyber security posture in comparison with industry best practice.

WHAT'S INCLUDED

Remote technical support - We provide telephone-based technical support through our dedicated Check Point certified engineers.

Hardware break-fix support - We will triage and resolve or workaround hardware incidents.

Onsite engineer - For an additional charge, we can provide engineers who will replace the faulty part(s) and bring the Supported Product back to a working state.

Access and software support - We will provide access to a vendor portal, available hotfixes, service patches, software downloads and firmware.

Vendor escalation - We facilitate the process of escalating technical issues to the vendor's support centre, ensuring swift resolution.



SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.