

CHECK POINT SUPPORT SERVICE



Overview

Softcat's Check Point Support Service provides full support for all Check Point technologies within your estate. With a single point of contact for all issues and enquiries, you will have direct access to our team of fully certified Check Point engineers; with industry leading SLAs, we have faster resolution times as well as a direct escalation into Check Point.

Faster response

Our SLAs promise industry-leading resolution times and direct escalation into Check Point for Priority One issues. Our in-house expert engineers are Security Masters who have undergone advanced technical training to gain a deeper understanding of Check Point technologies. This knowledge and experience enables us to deliver quicker resolutions.



Dual UK-based operations centres

Softcat's Check Point Support Service provides 24/7 support from our dual UK based operations centres, giving round-the-clock access to our Check Point Security Masters. We have the highest number of Security Masters of any Check Point partner in Europe and they are always available to respond to your issues.

Industry leading SLAs for hardware replacement

With pre-emptive return merchandise authorisation (RMAs) for timely hardware replacement, we get to know your environment so we can advise and offer suitable solutions to keep you up to date. Our standard SLAs offer a response to Priority One issues within industry-leading resolution times as our direct escalation into Check Point gives you a faster response to hardware issues.



Why Softcat for Check Point Support Service?

Softcat has established a strong and longstanding relationship with Check Point, having worked with them for over 15 years. We have a thorough knowledge of their products and systems and are endorsed to provide support and management for Check Point's full product portfolio. Our in-house Security Masters deliver faster fixes round the clock, reducing worry and increasing uptime, meaning you can focus on achieving your organisation's business objectives. We also provide you with quarterly vendor updates so you can see how your Check Point estate is operating.

We're happy to work through the report with you to identify any areas for improvement or upgrade and make the changes required.

4* elite Check Point Partner	Check Point certified managed services provider	Highest number of Check Point Security Masters in Europe	Industry-leading resolution times	Direct escalation to Check Point
Check Point certified support partner		24/7/365 support	UK based operations centre	