



# CHECKPOINT COLLABORATIVE SUPPORT PROVIDER



By participating in the Check Point Certified Service Providers programme, Trustmarque is officially recognised as a dedicated Check Point partner who has obtained the professional knowledge and deep expertise needed to deliver first-class technical support to Check Point customers.

We are backed by Check Point's industry-leading expert resources and offer our customers a local, personalised service, giving you peace of mind by working with trusted IT and security consultants.

With Check Point Collaborative Support, Trustmarque now have an enhance frontline support offering, and have direct access to Check Point's global engineering teams and advanced support tools.

## Collaborative Support Provider Resources

As a Check Point Collaborative Support Provider, we have access to the latest tools and resources to help our customers resolve their Check Point issues:

- 24/7 backup support by Check Point Technical Assistance Centres (TAC)
- Software maintenance, hardware repair and replacement services
- Access to Check Point's online Support Centre, the latest hotfixes, upgrades, and releases
- Online tracking of Service Requests
- Product training, guides, and best practices

## Collaborative Support Provider

To become a Check Point Collaborative Support Provider, we met these Check Point requirements:

- CCSE certified staff
- Timely and Professional management of customer Service Requests
- Hardware installation and deployment capabilities
- Compliance with Check Point's Return Material Authorisation policies and guidelines
- Adherence to all other requirements as detailed in the CCSP SLA agreement

## Why Trustmarque Cyber Security

We have a fine-tuned portfolio of services and partners offering access to the most relevant and advanced security solutions that address the myriad of cyber security challenges you face. In addition, we have invested highly in staff training and are proud of our expertise as well as our relationships and certifications with the industry's leading vendors.

Our team of dedicated cyber security professionals are committed to helping you fight cybercrime. We have over 55 in-house engineers and a customer facing Security Managed Service manned 24x7x365 providing industry leading support coverage for our strategic security vendors.