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## Highlights

- Offers a single point of contact for multivendor network products, including remote and onsite support, parts logistics and billing
  - Helps improve systems availability through problem-source identification and resolution
  - Helps reduce costs and risks associated with supporting new Check Point products
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# Managed maintenance solution for Check Point products

*Help reduce total cost of ownership through a single support provider*

To get the most out of your network infrastructure, it needs to be optimized for performance and efficiency. That's why many organizations use multiple hardware vendors when building their network environment—selecting better products for each function. You may use Check Point products such as next-generation firewalls and security management products. However, when something goes wrong in a multivendor environment, it can be time-consuming and costly to handle multiple original equipment manufacturer (OEM) contracts and determine the source of the problem.

IBM® Hardware Maintenance Services – Maintenance for non-IBM products – managed maintenance solution (MMS) for Check Point products provides a single point of contact for Check Point products and other multivendor products covered by an IBM maintenance agreement. We can provide remote and onsite technical support for quicker problem-source identification and resolution, as well as improved system availability. IBM is recognized by Check Point as a Certified Service Provider and a Certified Collaborative Support Provider. We have a network of skilled support specialists who are up-to-date on Check Point products.

## Centralizing support for multivendor network and network security solutions

IBM can serve as a single point of contact for multivendor network products, including remote and onsite support, parts logistics and billing. We have a growing number of OEM companies supported by IBM as part of our multivendor portfolio. The more products you have covered by IBM, the fewer vendors and contracts you need to manage.



Our services are designed to provide a more robust approach with the ability to look at your systems and how they interact, helping to arrive at a resolution more quickly while reducing the burden on your in-house staff. In addition, IBM can be your single source to procure Check Point products along with maintenance and technical support.

### **Helping improve systems availability by providing faster problem resolution**

Our skilled specialists help you accelerate problem resolution in your complex network environment. In addition, as a Check Point Certified Service Provider and a Certified Collaborative Support Provider, IBM has direct access to Check Point's Level 3 support, if needed.<sup>1</sup> Through IBM's global network of Client Innovation Centers, we can provide around-the-clock capabilities and better service level agreements (SLAs). In addition, we can implement faster shipping and delivery of replacement parts by stocking parts in specific geographies.

### **Helping reduce costs and risks associated with supporting new products**

We can offer competitive prices. We provide contract personalization in terms of duration (yearly or multiyear) and payment (monthly, quarterly or financed). Our services are designed to help increase your uptime and reduce costs and risks associated with downtime. And by extending the life of existing equipment, you can avoid the expense of new hardware.

### **Why IBM?**

IBM provides a virtually unparalleled global support infrastructure, covering 127 languages, with extensive expertise as a hardware manufacturer and over three decades of providing multivendor support. We can be a single point of contact for practically all of your IBM and non-IBM hardware technical support needs, including procurement of OEM equipment, plus maintenance and technical support. IBM Technical Support Services (TSS) supports more than 1,000,000 networking devices worldwide.

### **For more information**

To learn more about IBM Managed Maintenance Solution for Check Point products, please contact your IBM representative or visit the following website: [ibm.com/services/techsupport](http://ibm.com/services/techsupport)



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<sup>1</sup>Level 3 is the last line of support before a problem reaches product development. IBM, as a Check Point Certified Service Provider (CSP) and a Certified Collaborative Support provider (CCSP) has direct access to its Level 3 support, if needed.



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