



Try our Check Point Direct-to-Engineer Telephone Support Free of Charge

Free Check Point Ticket

At **Bytes** we are incredibly proud to be the only reseller in the UK to offer Direct to 3rd line engineer support. So we would like to share our expertise with you, free of charge, by resolving one of your nagging Check Point tickets through our SPARC desk.

What makes SPARC different?

We don't believe in first line support. All SPARC engineers are escalation level and you speak to them direct on every call. This means you access the right level of expertise first time. SPARC clients receive a level of support that reduces both 'time-to-fix' and their level of involvement in the ticket resolution process. This means support analysts spend a greater amount of time supporting their business and leave our experts to give them the updates.

What is SPARC?

(Security Partnerships Active Response Centre)

- 15+** SPARC has been in operation for 15+ years
- 80%** 80% of support tickets resolved inhouse
- 24%** 24% of issues solved on first call (industry standard is 7-10%)
-  Direct to 3rd line Support Desk
-  Drastically less customer downtime
- 5** Every engineer has a minimum of 5 years' experience

SPARC Features

- > Fully accredited engineers in-house
- > Technical advice
- > Reduced support overhead
- > Remote access troubleshooting
- > Proven issue processes
- > Every second counts attitude
- > Escalation level engineers on every call
- > Detailed support SLAs
- > Remote technical assistance

Why not fill in the form on the back and experience our unique direct-to-engineer 3rd line support service to see if we can resolve it for you – for free?

Find out more about how Bytes can help you with our Free Check Point Ticket by contacting us today.

To discuss support further, please contact your Bytes account manager





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Please fill in the below form to the best of your knowledge so that we are able to help you with your issue.

Required information is marked with *

Question	Answer
*Brief description of the problem you are experiencing	
*Product Category (Firewall/VPN/IPS/Endpoint/etc.)	
*Software Version	
*Appliance model number or open server details	
Detailed description to the issue if possible	
Jumbo Hotfix Take if known	
Severity of the issue	