

When every second counts, speak to an expert straightaway!

Bytes SPARC Check Point Engineer Support 2023



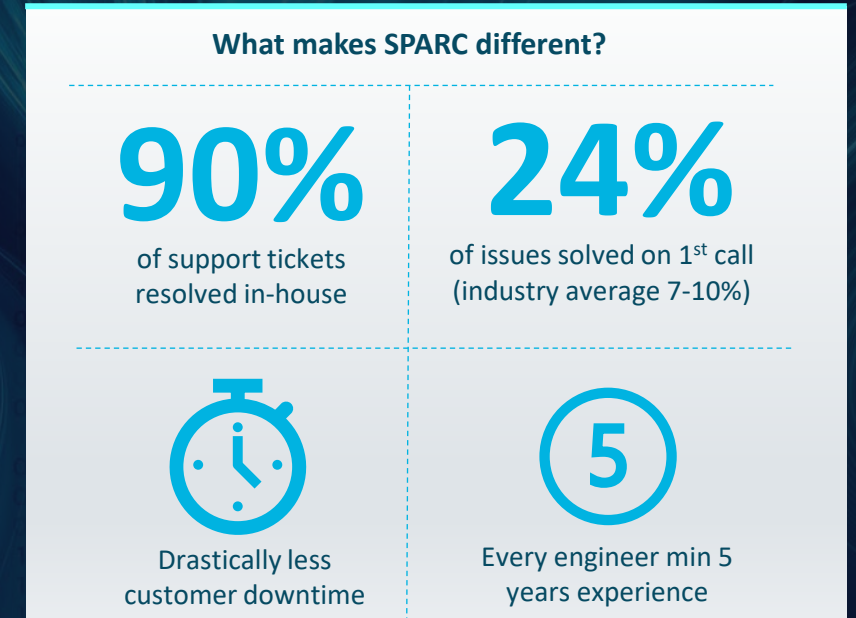
As the threat landscape evolves, your existing technology is put under increasing pressure. Security teams need to support multiple vendor technologies, each with different contact processes and escalation paths. When issues occur, they need to be resolved fast to get back to business.

Bytes understand the challenge of problem resolution is compounded when support is limited to a first line team who direct tickets to vendor experts. Escalation takes time, time that IT teams don't have. So we developed SPARC (Security Partnerships Active Response Centre) to bridge the support gap.

Born from over 16 years technical support expertise as a Check Point 4 Stars Elite Partner and now extended as a full service to include Websense, F5 and RSA support, our Active Response Centre Team act as an extension of your security team, resolving critical network issues and providing advice on new technologies, patches, vulnerabilities and upgrades.

SPARC Features

- Fully accredited engineers in-house – no escalation
- Remote access troubleshooting for efficient and rapid issue resolution
- Escalation level engineers on every call – no first line
- System health checks and technical advice
- Proven issue processes and simple ticket tracking
- Detailed support SLAs designed to meet your demands
- Reduced support overhead, we handle all vendor correspondence
- Every second counts attitude, swift in-house resolutions
- Remote technical assistance – e.g. patch/software upgrades



SPARC - Security Partnerships Active Response Centre

 SPARC 50	 SPARC 24/7
--------------	----------------

Keen to find out about how Bytes can help your Cyber Security Strategy? [Click Here](#) to Schedule a Consultation!

