

Bytes SPARC Check Point Engineer Support 2023

Partner Awards

2020

- Cloud Partner of the Year for EMEA
- Best Strategic Partner Contribution of the Year

2021

- Cloud Security Partner of the Year
- Infinity Partner of the Year

2022

- Cloud Partner of the Year
- Top Cloud Partner EMEA
- Harmony Partner of the Year

When every second counts, **speak to an expert straightaway**

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 Elite Partner 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.

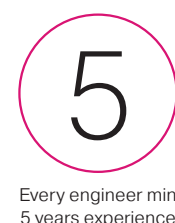
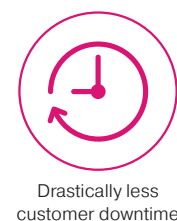
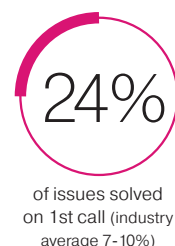
Network issues are time critical

We believe first line support causes unnecessary delay and customer waiting. So, we put you straight in touch with experts on every ticket, those people who will be actively resolving your issues. SPARC Engineers take on the resolution of complex technical problems for you.

We aim to resolve all performance issues in-house, reducing resolution time. This removes the pain and hassle of chasing tickets and gets business back up and running quicker.

SPARC is available 24/7 or business hours dependent on your needs. With remote access troubleshooting and access to priority service desks with our core vendors, we achieve swifter problem diagnosis and resolution. Time and time again.

Every SPARC Engineer is fully accredited and has a minimum of 5 years dedicated support experience with the technology you are using. You work directly with the best person to resolve your issue. Guaranteeing peace of mind.



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.

“The amount of support help we have had with Bytes is unparalleled. We are much happier to log calls now. Previously we were dis-incentivised to log calls as these would burn through 'support tokens'. In the first 2 weeks of Bytes support we resolved issues open with our previous provider for over three months.”

NERC

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 Third Line Support Service

Outside hours covered 24/7 x 365 (P1 only)

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✓

Core hours covered (08.00 – 18.00) Monday to Friday

✓

✓

Technical support by phone or email

✓

✓

Web based call log tracking

✓

✓

Vendor management for resolution (if required)

✓

✓

Defined SLA for peace of mind

✓

✓

Product training courses onsite/at Bytes

Option

Option

Health check

Option

Option

Service delivery manager

Option

Option

Technical account manager

Option

Option

Onsite Vendor Assistance

Option

Option

Remote technical assistance

Option

Option

Regular technology assessments

Option

Option



SPARC Third Line Support Service is available to all Check Point customers.

Our experienced support team also apply the SPARC quality principles to dedicated first and second line support, presales, installation, consultancy and training services.

Discover more about **Bytes SPARC Engineer Support**, contact us on
tellmemore@bytes.co.uk | 01372 418500 | bytes.co.uk