

When every second counts, speak to an expert straightaway!

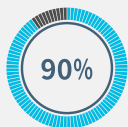
SPARC Check Point Engineer Support

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 19 years technical support expertise as a **Check Point** 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.

What makes SPARC different?



of support tickets resolved in-house



of issues solved on 1 call
(industry average 7-10%)



Drastically less customer downtime



Every engineer min 5 years experience

SPARC Security Partnerships Active Response Centre



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

Find out more about our SPARC Check Point Engineer Support by contacting us today.

