

Checkpoint 1500 series Gateway Appliance 8x5xNBD Checkpoint Hardware Swapping Services

This Checkpoint Hardware Swapping Services provide onsite hardware replacement services for Checkpoint 1500 series Gateway Appliance which is suitable for the customer to resume services with minimum downtime due to hardware failure.

Scope of Services

1. Provide NBD response after customer calls on to perform Hardware Remedial services;
2. 2 named callers, Services call must be placed via hotline provided by SCCL;
3. Provide temporary swapping unit (same functionality but may not same model) to customer in case Hardware failure confirmed by vendor;
4. Restore configuration from customer backup for temporary swapping unit and RMA replacement unit;
5. Collect the temporary swapping unit when the RMA replacement unit ready;
6. All devices hardware and software must have valid vendor support contract;

Service Hours:

SCCL Office hour: Monday – Friday: 9:30 – 17:30, exclude the following:

- Saturday, Sunday and Hong Kong Public Holiday;
- Typhoon Signal No.8 or above hoisted;
- Black Rainstorm Warning signal hoisted;

Service Duration:

1 Year from the contract start date.

Services Location:

All onsite work will only be performed in ONE physical location unless otherwise stated;
All onsite work will only be performed in Hong Kong Only.

Services Level Agreement (SLA):

Severity Level: Hardware Failure;

Definition: Vendor confirmed it is hardware failure;

Response Time: 2 hours response from the initial call, Next Business Day onsite after confirmation of failure from vendor;

Exclusion of Services:

1. Any tasks not listed above will need to be scoped as additional billable engagement;
2. Deployments with these additional tasks should be scoped separately and will result in another customized SOW;
3. Upgrade or Migration from the old versions / gateway are NOT included;
4. Technical Support of hardware / software and Troubleshooting are NOT included;
5. RMA process NOT included;
6. Installation and Configuration of other devices except the listed Checkpoint Gateway Appliance and Checking Security Management Server in above (e.g. Router, Switches, Servers) are NOT included;
7. Any Installation of agents or Configuration in clients machine are NOT included;
8. Any other devices (e.g. Router, Switches, Server Configuration, etc.) connected to the above devices must be functioning in good condition. This Scope of Works does NOT include any trouble-shooting and configuration for other devices.
9. Network connection, power sockets, rack space and UTP/fiber cables, etc. (If applicable), must be ready before installation;
10. Engineer is not responsible for physical cables tracing and checking on existing infrastructure;
11. Maximum height for engineer's equipment installation is 2meters;
12. Documentation is NOT included;
13. Training is NOT included;