

FortiCare Services

Technical Support and Advanced Services



Hit the ground running with your new capabilities

Fast-track return on investment with streamlined migration and deployment



Get expert help when you need it

Accelerate incident resolution and maximize efficacy with 24x7 assistance from technical experts



Enhance your security with tailored guidance

Increase productivity and avoid incidents with operational reviews, account planning, and upgrade assistance

Confidence in Your Investment

Businesses are making huge investments in security and Fortinet Fabric technologies to provide essential services critical to securing their most valuable assets. Organizations often lack the in-house expertise or resources for initial deployment, product support, and ongoing operations. At Fortinet, we understand these challenges and provide FortiCare Services to thousands of organizations every year to address them.

We want organizations to feel confident that they are maximizing the value of their investments quickly, and realizing efficiency and efficacy gains over time. Whether migrating to a Fortinet next-generation firewall (NGFW), implementing software-defined wide-area networking (SD-WAN) to protect your branch locations, or automating security operations functions, we will work with you to match the proper services with your unique business needs. We are dedicated to your success and provide the expertise you need, when you need it.

FortiCare Services

FortiCare Services provides customers access to over 1,000 experts to ensure efficient and effective deployment, operations, and maintenance of their Fortinet capabilities. Accelerated implementation and configuration optimization are provided through Professional Services engagements and dedicated resources. Global technical support is offered 24x7 with flexible add-ons, including enhanced service level agreements (SLAs) and premium hardware replacement through 200+ in-country depots. For advanced needs of enterprises and service providers, Fortinet offers advanced services that provide high-touch account management and business guidance through designated resources. Additionally, Enterprise Support Agreements (ESAs) are available to simplify consumption of the services.



Expertise at Your Service

- 24x7 Global Support
- 1,000+ NSE and Industry Certified Global Resources
- 3 Regional Centers of Expertise
- 19 Support Centers
- 40 Regional Depots
- 200+ In-country Depots
- 4-hour Expedited Hardware Replacement Availability

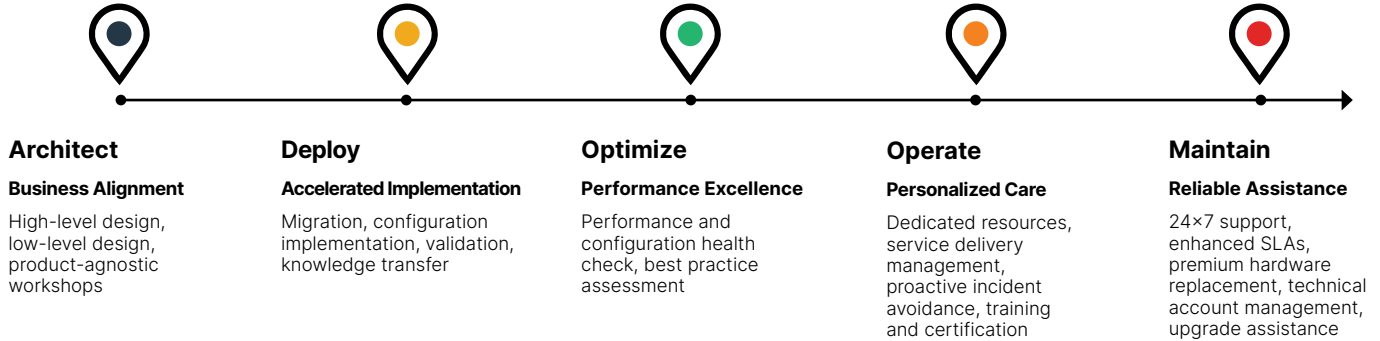
FortiCare Worldwide

24x7 Support

support.fortinet.com

The Journey

Adopting new technologies is not a project with a start and a finish. Instead, it is a journey from design and implementation to optimization, operations, and ongoing management of the solution. Fortinet has you covered every step of the way, freeing up your resources to focus on your business.



Feature Highlights: Technical Support

Organizations depend on Fortinet solutions to provide critical services. If any issues arise, they need to be addressed quickly to help ensure security and business continuity. Flexible support options help organizations maximize uptime, security, and performance according to the individual needs of each business.

<p>24x7 FortiCare</p> <p>Technical support is delivered through our global technical assistance and regional support centers.</p> <ul style="list-style-type: none"> Global toll-free numbers are available 24x7 Web chat for quick answers A support portal for ticket creation or to manage assets and life cycles Standard next-business-day RMA service 	<p>ASE FortiCare</p> <p>Fast-track access to technical experts for accelerated issue resolution.</p> <ul style="list-style-type: none"> Direct access to dedicated enterprise support team Single-touch ticket handling by the ASE team Enhanced SLAs <p><i>Available for FortiGate, FortiGate VM, and FortiWiFi appliances</i></p>	<p>Premium Hardware Replacement</p> <p>Premium RMA options are available across the portfolio for expedited replacement of defective hardware.</p> <ul style="list-style-type: none"> Next-day delivery 4-hour courier 4-hour courier with on-site engineer Secure RMA: non-return of defective hardware 	<p>Best Practice Service</p> <p>Connect with specialists who provide guidance on best-practice deployments, upgrades, and operations.</p> <ul style="list-style-type: none"> Speed adoption of new capabilities with expert guidance, sample configurations, vetted playbooks, and example scripts Aid DevOps with practical advice on common feature usage, relevant tools, and sample code Access proven models for integration with third-party products <p><i>Available for FortiManager, FortiMonitor, and FortiClient, FortiEDR, FortiSOAR</i></p>
--	---	---	--

Self-service Resources

For expedited answers, Fortinet maintains ample self-service resources to get you the answers you need, fast. Resources include a knowledge base with tips, quick-start and video guides, and connections to the global Fortinet community.



Feature Highlights: Advanced Services

For enhanced security and tailored guidance, FortiCare Advanced Services gives you direct assistance from technical experts who know your business and can help accelerate issue resolution. With designated account management and service delivery, you can focus on your business while we focus on your success.



Entitlements vary by level but can include:

Designated advanced technical support	for focused resolution of incoming technical support issues.
Service delivery management	annual service and performance review. Quarterly operational review to cover technical ticket statistics, quality issues, overall ongoing ticket analysis, product life cycle, ongoing activity, and 90-day project planning.
Annual training package	including NSE 4 and NSE 5 training and certification vouchers.
Advanced service points	for remote after-hours assistance, product upgrade assistance, and software recommendations.
Root-cause analysis	of critical incidents (Priority-1 and Priority-2) related to Fortinet appliances.
Upgrade assistance	which may include software recommendation, upgrade testing, and planning assistance.

Advanced Service for Enterprise and Service Providers

Enterprise offerings come in three levels: PREMIUM, BUSINESS, and FIRST. Service Providers offerings come in two levels: SELECT and ELITE. Benefits vary by level.

Global FIRST and Global ELITE Advanced Services packages are also available to extend the geographical coverage of the service. This service level provides a designated lead engineer per region covering EMEA, Americas, and Asia Pacific. The service features, as described in the FIRST service, are provided within each region with global coordination.



Feature Highlights: Professional Services

As networks and threats rapidly evolve, it's critical to make sure security capabilities can keep up. Given the global cybersecurity skills shortage, today's organizations often lack the in-house expertise or enough staff to deploy, operate, and maintain the new technologies required to close security gaps. FortiCare Professional Services delivers expert help to ensure Fortinet deployments are optimized for each customer's unique needs.

Hit the Ground Running With New Capabilities

Fast-track return on investment (ROI) with streamlined expert deployment. Consultants with multivendor experience help swiftly migrate from legacy technologies and adopt new capabilities.

Extend In-house Teams With Dedicated Resources

Offload redundant operational tasks including configuration, upgrades, and technical incident management to domain experts who know your business.

Achieve Performance and Configuration Excellence

Adapt protections when there are changes in users, applications, and traffic patterns with regular reviews of configuration, performance, and policies, for reliability and sustained security.



Product-agnostic Consulting Services

Cybersecurity Advisory and Consulting Services allow our experts to partner with business leaders, helping organizations be at their best through this ever-changing environment. Fortinet experts discover existing security posture elements through a vendor-agnostic approach; align findings to business goals, strategic objectives, and compliance requirements; and guide existing projects and future planning toward framework maturity.



Discover

Business Goals
Security Posture
Systems/Objectives



Align

Security Framework
Compliance Requirements
Strategic Objectives



Guide

Architectural Design
Operational Practices
Maturity Roadmap

FortiGuard Labs Consulting

Consulting services are designed to help your organization address your specific threat landscapes and improve your organization's ability to use threat intelligence to meet that challenge. These services leverage the expertise and experience of the FortiGuard Labs team and provide the answers to the questions organizations are asking most:



Threats

What are the most important threats on which I should focus?



Environment

Is my environment as secure as it needs to be?



Operations

Are my people properly trained to defend us against the threats we face?



Fortinet Technical Assistance Centers



- Regional COE:**
- Vancouver
 - Sophia Antipolis
 - Kuala Lumpur

- AMER Regional TAC:**
- Dallas
 - Mexico City
 - Miami
 - Ottawa
 - Sunnyvale

- EMEA Regional TAC:**
- Bangalore
 - Dubai
 - Frankfurt
 - Prague

- APAC Regional TAC:**
- Beijing
 - Sydney
 - Tokyo

FortiCare Services

	24x7 FortiCare	ASE FortiCare	Premium RMA	Best Practice Services	Advanced Services	Professional Services
Technical Support	✓	✓				
Enhanced SLAs		✓			✓	
Hardware Replacement	✓	✓	✓			
Technical Account Management					✓	
Architecture and Design						✓
Migration and Deployment						✓
Deployment and Upgrade Guidance				✓	✓	✓
Optimization and Integration						✓
Operations and Management						✓



Service	Description
Technical Support	
24x7 FortiCare	24x7 Technical Support per device—12 months.
ASE FortiCare	Advanced Support Experience Technical Support per device—12 months.
Best Practice Service	Best-practice guidance for deployments and upgrades per device—12 months.
Advanced Services	
Premium—Enterprise Technical Support Service	Premium—Enterprise Support Service—12 months.
Business—Enterprise Technical Support Service	Business—Enterprise Support Service provided by designated engineer—12 months.
First—Enterprise Technical Support Service	First—Enterprise Support Service provided by designated Technical Account Manager—12 months.
Global First—Enterprise Technical Support Service	Global First—Enterprise Support Service provided by designated TAM—12 months.
Select—Service Provider Technical Support Service	Select—Service Provider Support Service provided by advanced services team with Service Delivery Manager—12 months.
Elite—Service Provider Technical Support Service	Elite—Service Provider Support Service provided by advanced services team with designated Technical Account Manager and Service Delivery Manager—12 months.
Global Elite—Service Provider Technical Support Service	Global Elite—Service Provider Support Service provided by advanced services team with designated Technical Account Manager and Service Delivery Manager—12 months.
Professional Services	
Solution Architect Consultancy Service	Per-day solution architect consultancy engagement to document, design, and deliver security architecture improvements per agreed scope.
On-site or Remote Resource Service	Per-day charge for on-site or remote professional service engagement delivery.
On-site or Remote Dedicated Resource Service	12- or 6-month on-site or remote dedicated resource.
FortiGuard Labs Consulting	
FortiGuard Professional Services	FortiGuard Labs Consulting service—On-site or remote. Mitigation strategy, advanced offensive (red team) and defensive (blue team) techniques.
FortiGuard Penetration Testing Service	Remote penetration test of 1 web application or 1 mobile application.
FortiGuard Penetration Testing Service	Remote vulnerability assessment of up to 16 IPs, 32 IPs, 64 IPs, or 128 IPs.
Resource Service—Customer Readiness Testing (SOW)	Per-day charge for customer readiness testing (SOW).
Resource Service—Network Integration	Resource service—Network integration
Resource Service—Network Design and Optimization	Resource service—Network design and optimization
Resource Service—Security Assessment	Resource service—Security assessment
Incident Response Training	Incident response and forensics training
Digital Forensics and Incident Response Consulting Hourly	Digital forensics and incident response consulting services.