FortiCare Services

Technical Support, Advanced Services, and Professional Services

Hit the ground running with 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 24×7 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 Security 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.

Services

FortiCare Support Services is per-device support services, and it provides customers access to over 1,400 experts to ensure efficient and effective operations and maintenance of their Fortinet capabilities. Global technical support is offered 24×7 with flexible add-ons, including enhanced service level agreements (SLAs) and premium hardware replacement through 200+ in-country depots.

Advanced Services is account-based services, and provides high-touch account management and business guidance through designated resources to meet the needs of enterprises and service providers. Additionally, Enterprise Support Agreements (ESAs) are available to simplify consumption of the services.
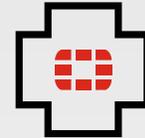
Expertise at Your Service

- 24×7 Global Support
- 1,400+ NSE and Industry Certified Global Resources
- 3 Regional Centers of Expertise
- 23 Support Centers
- 40 Regional Depots
- 200+ In-country Depots
- 4-hour Expedited Hardware Replacement Availability

FortiCare Worldwide 24×7 Support

support.fortinet.com

Professional Services provides accelerated implementation and configuration optimization through QuickStart or custom engagements leveraging the services of highly skilled experts to promote first-time accuracy and avoid costly post-deployment issues.

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 operations, optimization, and ongoing management of the solution. Fortinet has you covered every step of the way, freeing up your resources to focus on your business.
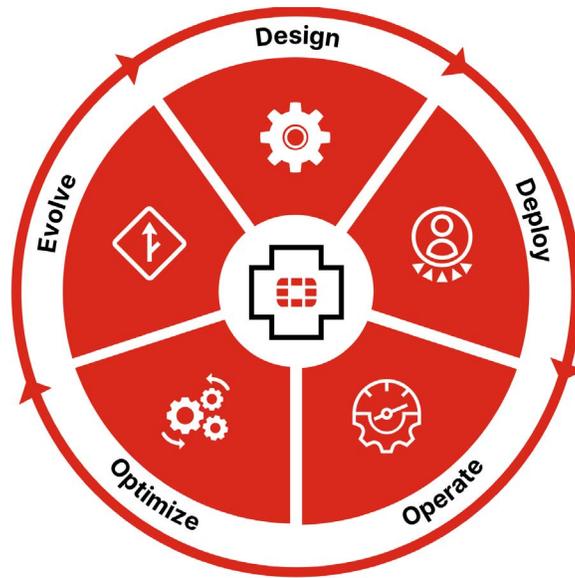
Feature Highlights: Technical Support

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.

Fortinet offers three different per-device support options to meet the needs of different devices, i.e., FortiCare Essential, FortiCare Premium, and FortiCare Elite. Organizations have the flexibility to buy different levels of service for different devices based on their needs.

FortiCare Essential

FortiCare Essential is the base-level service, and it is targeted toward devices that require a limited amount of support and can tolerate next-business-day, web-only response for critical as well as non-critical issues. This service is only offered to FortiGate models 8x and below and to low-end FortiWifi devices.

FortiCare Premium

FortiCare Premium is targeted toward devices that require 24×7×365 with one-hour response for critical issues and the next business-day response for non-critical issues.

FortiCare Elite

FortiCare Elite services offers enhanced service-level agreements (SLAs) and accelerated issue resolution. This advanced support offering provides access to a dedicated support team. Single-touch ticket handling by the expert technical team streamlines resolution. This option also provides Extended End-of-Engineering-Support (EoE's) of 18 months for added flexibility and access to the new FortiCare Elite Portal. This intuitive portal provides a single unified view of device and security health.

FortiCare Service Offerings

FortiCare Included Features	Per-device Service Options		
	FortiCare ESSENTIAL	FortiCare PREMIUM	FortiCare ELITE
RMA	Return and replace only	Advanced replacement (PRMA available)	Advanced replacement (PRMA available)
Web Support	✔	✔	✔
Telephone Support	—	✔	✔
Firmware Updates	✔	✔	✔
Asset Management Portal	✔	✔	✔
Response Time (Critical Issue)	Next business day	1 hour	15 mins
Response Time (Non-critical Issue)	Next business day	Next business day	2 business hours
Extended End-of-Engineering-Support (E-EoES) for Long Term Supported Firmware (LTS) of 18 months*	—	—	✔
Device Insights and Monitoring Portal (FortiCare Elite Portal)	—	—	✔

* Currently available for FortiGate only

FortiCare Services is provided by the support teams located in the three regional Technical Assistance Centers (TACs) and three regional Centers of Excellence (COE).

Fortinet Technical Assistance Centers

Regional COE:
- Vancouver
- Sophia Antipolis
- Kuala Lumpur

AMER Regional TAC:
- Ottawa
- Chicago
- Sunnyvale
- Plano
- Sunrise
- Mexico City
- Bogota
- Uberlandia

EMEA Regional TAC:
- Bangalore
- Dubai
- Frankfurt
- Prague
- Lisbon
- Tel Aviv

APAC Regional TAC:
- Beijing
- Sydney
- Seoul
- Tokyo
- Manila
- Singapore

Self-service Resources

For expedited answers, Fortinet maintains ample self-service resources to get you the answers you need, fast. All the answers to your questions are now in one place. The Fortinet community is a knowledge-sharing hub for customers, partners, Fortinet experts, and colleagues. The community is a place to collaborate, share insights and experiences, and get answers to questions.

community.fortinet.com

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 Relationship 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.
Root Cause Analysis	of critital incidents (Priority-1 and Priority-2) related to Fortinet appliances.
Upgrade Assistance	which may include software recommendation, upgrade testing, and planning assistance.
Advanced Service Points	for remote after-hours assistance, product upgrade assistance, and software recommendations.
Annual Training Package	including NSE 4 and NSE 5 training and certification vouchers.

Enterprise Services offerings come in four levels: Premium, Business, First, and Global First..

FortiCare Included Features	Account-level Advanced Services			
	Premium	Business	First	Global First
Technical Support	24×7×365	24×7×365	24×7×365	24×7×365
Direct Access to ASE Team	✔	Designated ASE	Lead TAM	3 Regional TAMs
Enhanced Reponse SLA	✔	✔	✔	✔
Business Review	—	Biannual	Quarterly	Quarterly
Account Planning	✔	✔	✔	✔
Device Performance Advice	—	—	✔	✔
Device Configuration Advice	—	—	✔	✔
Root Cause Analysis	—	P1	P1/P2	P1/P2
NSE 4 Training & Certification	3	3	5	15
NSE 5 Training & Certification	—	3	5	15
Advanced Services Points	—	6	16	48

Service Provider offerings come in two levels: Select and Elite. Benefits vary by level.

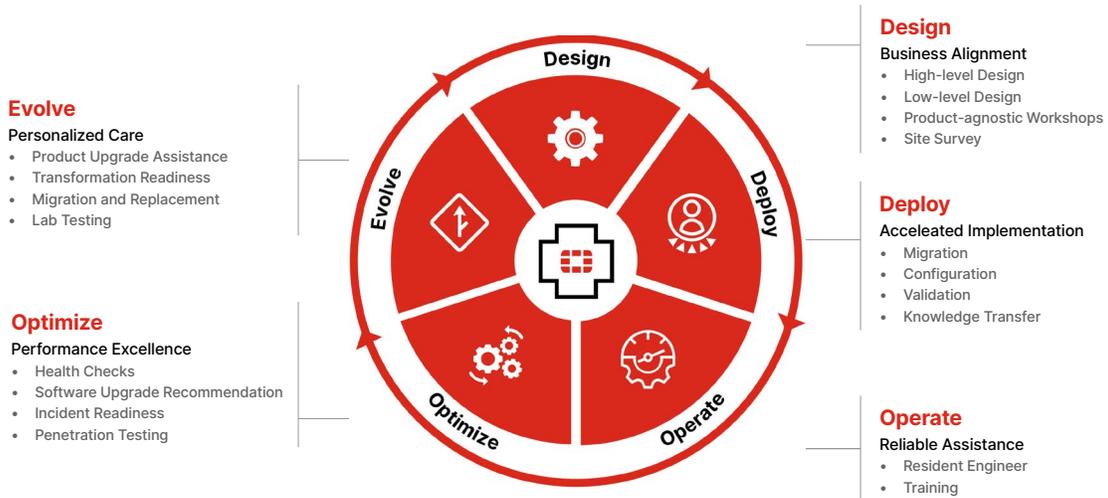| FortiCare Included Features	Account-level Advanced Services		
	Select	Elite	Global Elite
Technical Support	24×7×365	24×7×365	24×7×365
Direct Access to ASE Team	✔	Lead TAM	Lead TAM
Enhanced Reponse SLA	✔	✔	✔
Business Review	—	Quarterly	Quarterly
Account Planning	✔	✔	✔
Performance/Configuration Advice	—	✔	✔
Designated Relationship Manager	✔	✔	✔
18-month Extended Firmware	—	✔	✔
Lab Testing	5 Days	5 Days	15 Days
Upgrade Assistance	—	2 Products	6 Products
Root Cause Analysis	P1/P2	P1/P2	P1/P2
NSE 4 Training & Certification	3	5	15
NSE 5 Training & Certification	3	5	15
Advanced Services Points	6	12	36

In addition, Global First for Enterprises and Global Elite for Service Providers are available to extend the geographical coverage of the service. These service levels provide 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.

Professional Services provides Design, Deploy, Operate, Optimize, and Evolve services. In addition, Professional Services also offers product-agnostic consulting services.

Evolve
Personalized Care
- Product Upgrade Assistance
- Transformation Readiness
- Migration and Replacement
- Lab Testing

Optimize
Performance Excellence
- Health Checks
- Software Upgrade Recommendation
- Incident Readiness
- Penetration Testing

Design
Business Alignment
- High-level Design
- Low-level Design
- Product-agnostic Workshops
- Site Survey

Deploy
Acceleated Implementation
- Migration
- Configuration
- Validation
- Knowledge Transfer

Operate
Reliable Assistance
- Resident Engineer
- Training

Key benefits to engaging Fortinet Professional Services:

Faster Time-to-Value	Hit the ground running with new capabilities, achieve faster time-to-value with streamlined expert deployment of Fortinet products and solutions.
Increased Service Uptime	Achieve increased uptime by leveraging subject matter experts who can proactively review changes, performance, and policies for reliability and sustained security.
Access to Industry Expertise	Supplement in-house teams with dedicated resources that can bring industry expertise to perform upgrades or handle technical incidents.
Increased Productivity	Increase staff productivity by offloading redundant operational tasks including configurations to Fortinet domain experts who know your business

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?

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