

# FortiCare Services

## Technical Support, Advanced Support, 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 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

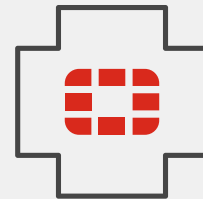
Businesses are making huge investments in security and Fortinet Security Fabric technologies to provide essential services critical to securing their most valuable assets. Organizations often lack the in-house expertise or resources for initial deployment, product support, and ongoing operations. At 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 FortiGate 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 1,900 experts to ensure efficient and effective operations and maintenance of their Fortinet capabilities. 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.

**Advanced Support** 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.

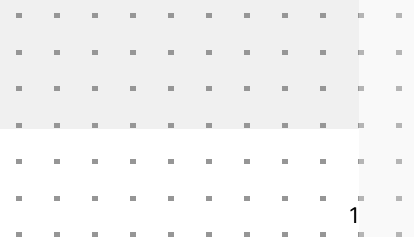


## Expertise at Your Service

- 24x7 global support
- 1,900+ NSE and industry-certified global resources
- 3 regional centers of expertise
- 20 support centers
- 40 regional depots
- 200+ in-country depots
- 4-hour expedited hardware replacement availability

## FortiCare Worldwide 24x7 Support

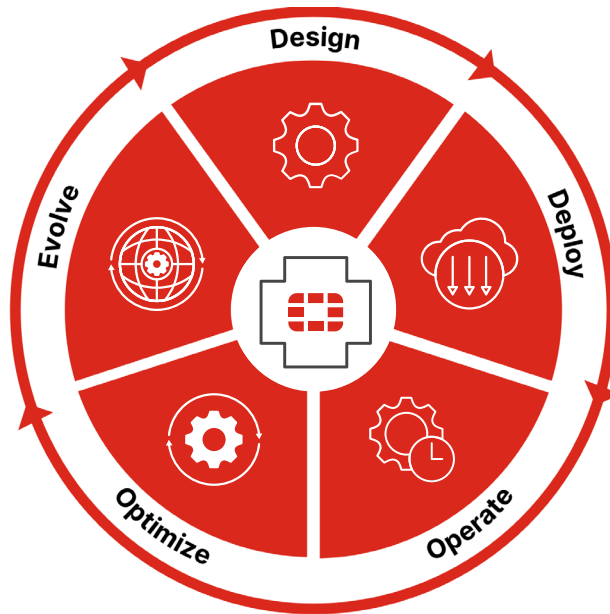
[fortinet.com/support/contact](https://fortinet.com/support/contact)



**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 deployment to operations, optimization, and evolution. 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.

### FortiCare Premium

FortiCare Premium is targeted toward devices that require 24x7x365 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. Handled by the best available technical experts, providing you with the highest level of service. This option also provides Extended End-of-Engineering-Support (E-EoS) of 18 months for added flexibility and access to the new FortiCare Elite Portal. The Proactive Device insights portal offers a unified view and provides recommendations to help you improve security and device health.

## FortiCare Service Offerings

FortiCare Included Features	Per-Device Service Options		
	ESSENTIAL	PREMIUM	ELITE
Response time (critical issues)	Next business day	1 hour	15 minutes
Response time (non-critical issues)	Next business day	Next business day	2 business hours
Web support	✓	✓	✓
Telephone support	—	✓	✓
RMA	Return & replace only	Standard RMA (Advanced replacement)	Standard RMA (Advanced replacement)
Optional add-on priority RMA eligible?	No	Yes	Yes
Optional secure RMA eligible?	Yes	Yes	Yes
Firmware updates	✓	✓	✓
Online support tools	✓	✓	✓
Asset Management Portal	✓	✓	✓
Extended End-of-Engineering-Support (E-EoS) for long-term supported firmware (LTS) releases - 18 months	—	—	✓
Device insights and monitoring portal (FortiCare Elite Portal)	—	—	✓

FortiCare Services are provided by the support teams located across 20 regional Technical Assistance Centers (TACs) and three regional Centers of Excellence (CoE). Fortinet also provides Priority RMA and Secure RMA Services to meet our customers' availability and security needs.

Please see [Priority RMA and Secure RMA Services](#) for more information.

## 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](https://community.fortinet.com)

## Feature Highlights: Advanced Support

For enhanced security and tailored guidance, FortiCare Advanced Support 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:

<b>Designated Advanced Technical Support</b>	for focused resolution of incoming technical support issues.
<b>Service Relationship Management</b>	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.
<b>Root-Cause Analysis</b>	of critical incidents (Priority-1 and Priority-2) related to Fortinet appliances.
<b>Upgrade Assistance</b>	which may include software recommendation, upgrade testing, and planning assistance.
<b>Advanced Service Points</b>	for remote after-hours assistance, product upgrade assistance, and software recommendations.
<b>Annual Training Package</b>	including NSE 4 and NSE 5 training and certification vouchers.



**Fortinet Support offerings come in three levels to address customers' top-of-mind issues**

		CORE	PRO	PRO PLUS	GLOBAL	
					PRO	PRO PLUS
<b>Partnership</b>	Technical Account Manager		1 Region	1 Region	3 Regions	3 Regions
	Service Relationship Manager			1 Region		1 Head Quarters
<b>Onboarding</b>	Guided Onboarding and Getting Started Program	●	●	●	●	●
<b>Education</b>	Number of Employee NSE Lab and Exam	6	10	14	10	14
	Knowledge Transfer		Custom Webinar	Custom Webinar & Workshop	Custom Webinar	Custom Webinar & Workshop
<b>Discovery and Planning</b>	Success Plan			●		●
	Software Upgrade Assessment and Testing		1	2	2	4
	Configuration Hardening Check <sup>1</sup>		●	●	●	●
	Device Performance Healthcheck <sup>1</sup>			●		●
	Life Cycle Audit			●		●
<b>Proactive Services</b>	Periodic Ticket Review		●	●	●	●
	Quarterly and Annual Service Review		●	●	●	●
	Asset Management			●		●
	Technical Security Bulletin and Notification		●	●	●	●
<b>Resolution and Troubleshooting</b>	Critical Incident Management			●		●
	4-Hour Workaround (Target) (P1) <sup>2</sup>		●	●	●	●
	Designated Ticket Management	●	●	●	●	●
	Technical Escalation Management	●	●	●	●	●
	Root-Cause Analysis (P1/P2)		●	●	●	●
	18-Month Software Troubleshooting		●	●	●	●
<b>Flexible Consumption</b>	Service Points <sup>3</sup>	6	16	30	28	40

<sup>1</sup> Covers FortiGate only.

<sup>2</sup> This option is only available to FortiCare ELITE customers. Security breach/software fault is not covered.

<sup>3</sup> Service Points can be used to consume various Fortinet Services.



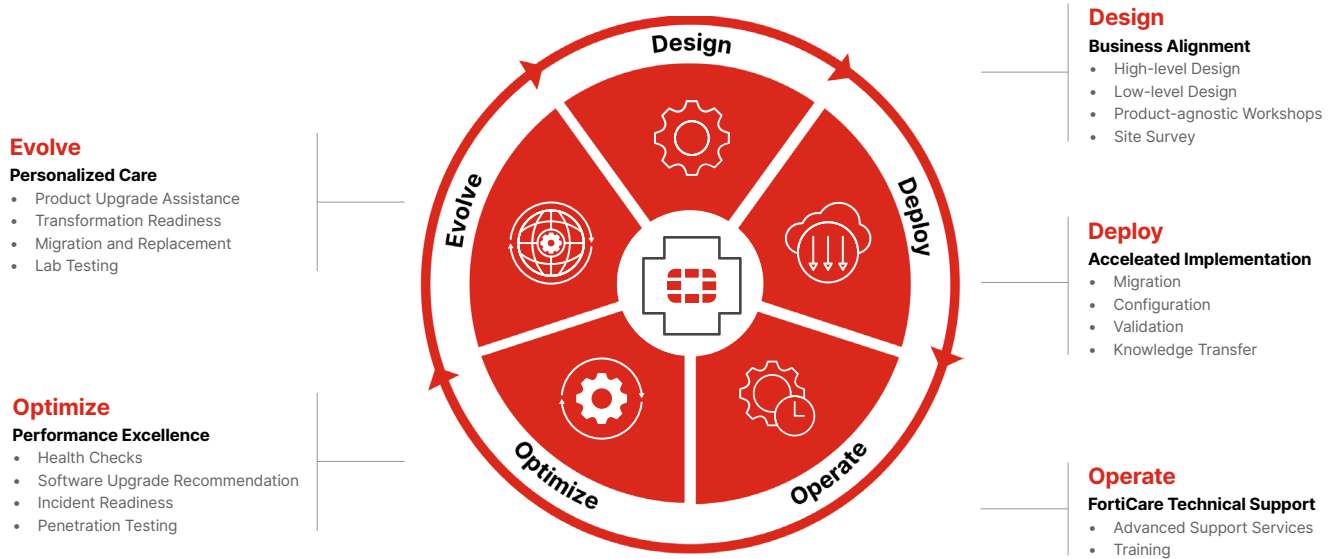
In addition, Pro Global and Pro Plus Global are available to extend the geographical coverage of the service. These services provide a designated Technical Account Manager per manager covering EMEA, Americas, and Asia Pacific.

Please see [Advanced Support Services](#) for more information.

### 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.



### Key benefits to engaging Fortinet Professional Services:

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

Please see [Professional Services](#) for more information.



Cybersecurity Advisory and Consulting Services allows 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 that 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?

Please see [FortiGuard Labs Advisory Services](#) for more information.