



FortiCare Services



## FortiCare Services Overview

As networks and security infrastructure continue to expand and grow, enterprises or service providers are looking for a defensive architecture that can scale and incorporate the variety of products and information needed to combat today's latest threat landscape. Fortinet offers security solutions that cover the largest and most targeted threat vectors. Our Security Fabric ties all of these components together providing enterprises or service providers with a seamless and integrated security posture. We know security infrastructure is critical to your business success and also to your customers and partners. Interruptions to business applications can result in a loss of productivity and revenue and can quickly impact customer confidence.

**Our FortiCare Services** philosophy is to provide our security expertise when and where you need it. FortiCare Services are available to you throughout the life cycle of your security projects with support delivered by a global team of industry security experts who provide efficient and timely support, wherever you are and whenever you need them.

Our Global Customer Services and Support (GCSS) team is the customers' single point of contact for all service and support requirements. Fortinet has made strategic investments to ensure a best-in-class global infrastructure, staffed by experts, to assisting our customers in delivering successful projects. The GCSS organization is spread across three regional Centers of Expertise (COE) focused on delivering technical and service excellence. Each COE is supplemented by regional support centers providing additional language and geographical coverage to best address your needs.

Each region has a state-of-the art FortiLab that contains a full range of Fortinet appliances, third-party products, and industry-standard test equipment. Each FortiLab utilizes a network layout and management interface that was developed by our support engineers. As a result, complex setups are made easy and configurations or software versions can be modified with a click, which allows our teams to spend more time focusing on data analysis and the provision of solutions.

In order to fulfill the need for replacement hardware, Fortinet has a Global Logistics Infrastructure with 35 in-country hardware storage facilities fulfilling our Advanced Replacement and Return & Replace Services. Moreover, in order to assure our Service Level Agreement (SLA), there are currently more than 200 regional depots strategically located close to our customers.

FortiCare Services are designed to support you throughout the life cycle of an existing or new security infrastructure, providing know-how and support so that you can implement and operate our products, secure in the knowledge you are making the full use of their capabilities with the right support on hand when you need it. FortiCare Services include both FortiCare Support Services and FortiCare Advanced Services.

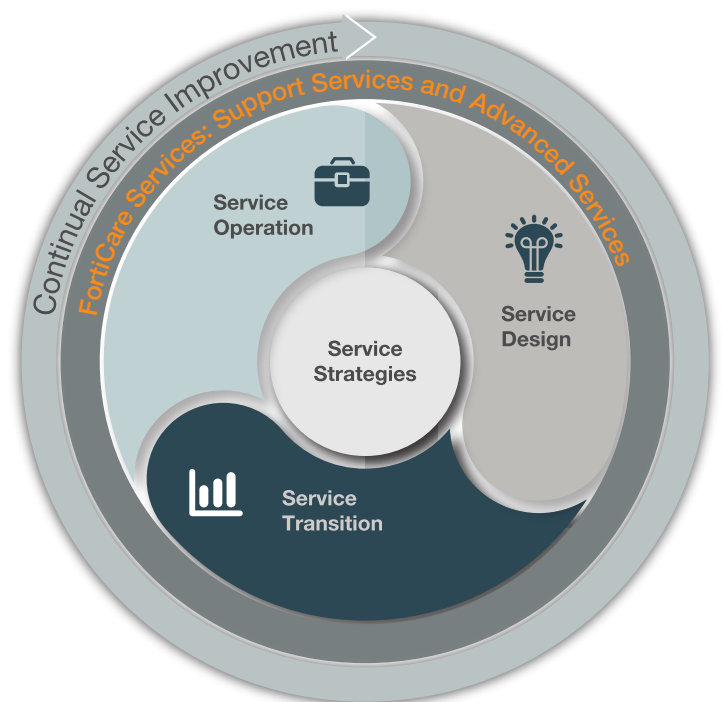


FIGURE 1: FORTICARE SERVICES OVERVIEW



**FortiCare Support Services** are essential for the operational phase to maintain your Fortinet infrastructure and assure optimal and efficient operation, while also providing access to technical support experts, firmware upgrades, and flexible hardware replacement services.

**FortiCare Advanced Services** include Premium Support, Professional Services, and Security Analysis Services.

- **FortiCare Premium Support** minimizes operational downtime by providing fast incident resolution when a

problem occurs and working closely with you to plan, test, and implement service transitions.

- **FortiCare Professional Services** assist in the design and transition phase by providing experienced expertise to assist you in implementing the best possible security protection that Fortinet solutions can deliver.
- **FortiCare Security Analysis Services** optimize the configuration of your appliance in your specific security environment to maximize your investment.

## FortiCare Support Services

FortiCare Support Services provide global support on a per-product basis. By subscribing to these services, organizations are ensured a timely response to any technical issue as well as complete visibility on ticket resolution progress.

All FortiCare Support Services include firmware upgrades, access to the support portal and associated technical resources, reporting on technical incidents (via the web, chat, and telephone), as well as a hardware return option.

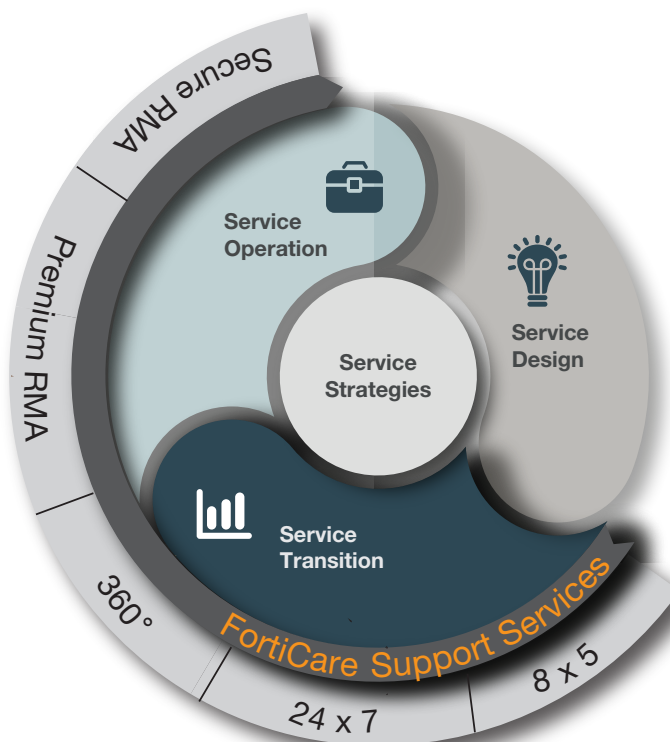


FIGURE 2: FORTICARE SUPPORT SERVICES

**FortiCare 8x5 Service** provides access to technical support via the web portal, online chat system, and telephone, including return and replace for hardware failures. This service allows fast and easy written access to technical support requests.

**FortiCare 24x7 Service** includes access to technical support on a 365x24x7 basis as well as an advanced replacement service for hardware failures. This service provides the assurance of around-the-clock coverage and fast turnaround for replacement of defective hardware.

**FortiCare 360° Service** includes all of the services that FortiCare 24x7 service offers, plus providing customers with a recurring health check through a personalized monthly audit report of their FortiGate and FortiWiFi appliances. As part of the service, Fortinet will proactively perform device environmental and performance audits for the contracted appliances. Based on the audit results, specialized Fortinet

engineers will provide recommendations to help customers avoid unplanned service disruptions and detect problems before they affect performance.

**FortiCare Premium RMA Service** is designed to minimize downtime and is offered in three options:

- Next-day Delivery: Parts delivered the day following RMA approval by Fortinet support.
- 4-Hour Courier: Parts delivered on-site 24 hours a day, 7 days a week within 4 hours of RMA approval by Fortinet support.
- 4-Hour On-site Engineer: Parts delivered on-site with an engineer, 24 hours a day, 7 days a week within 4 hours of RMA approval by Fortinet support.

**FortiCare Secure RMA Service** allows for non-return of an appliance for those customers with strict rules and requirements for physical data protection.

## FortiCare Advanced Services

FortiCare Advanced Services include Premium Support, Professional Services, and Security Analysis Services. These

services are tailored for the most demanding customers and provide different service offerings depending on your needs.

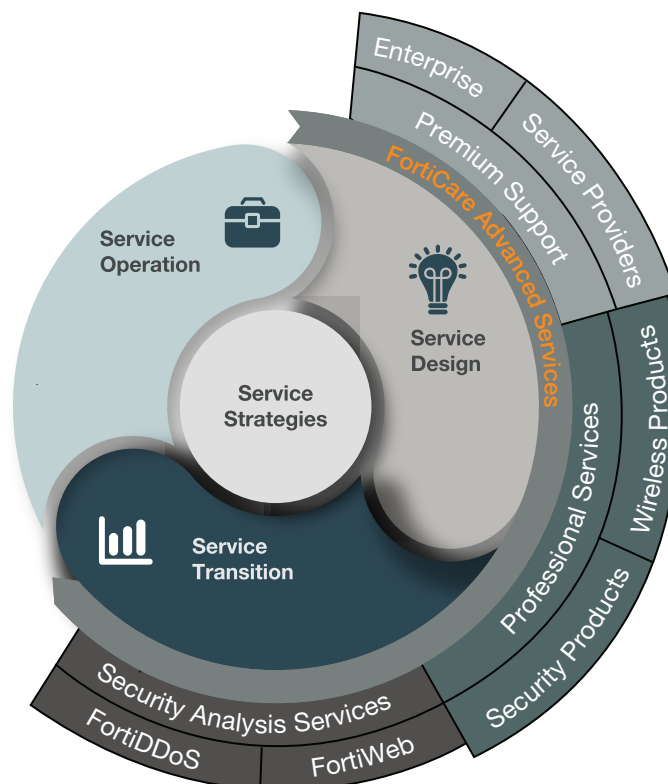


FIGURE 3: FORTICARE ADVANCED SERVICES

## Premium Support

**Premium Support** includes options for an **enterprise** and for **service providers**.

**Premium Support for Enterprise** provides the customer with integrated support to sustain and optimize their Fortinet appliances. The service is delivered by the Advanced Services team, experts in Fortinet and security technology, deployed in a typical enterprise environment. This scalable service has different service levels ranging from focused technical support up to a comprehensive set of services to assist customers with their IT business continuity objectives. Premium Support for Enterprise includes Premium, Business, First, Global First, and Advance Service Coordinator service options.

- **Premium** service delivers technical support excellence through fast track access to the advanced services team. It also includes training and certification, a customized account plan, and pro-active after-hours support.
- **Business** service includes a designated engineer who will become familiar with your environment and assist in regular ticket reviews. This level also includes bi-annual and root-cause analysis reporting, as well as Advanced Service Points which may be used to select the most appropriate service for their operational requirements.
- **First** service includes a designated lead engineer, aka technical account manager (TAM), who collaborates with you to build and maintain a long-term technical engagement, providing technical support, operational reviews and quarterly reporting. The service also includes best practice guidance, upgrade assistance, extended software support to facilitate upgrade planning, and advanced notifications.
- For a larger geographical coverage, the **Global First** service includes a designated lead engineer per major region.
- You can optionally contract for an **Advanced Services Coordinator** to act as the single point of contact for Fortinet services, facilitating your overall service delivery and ensuring timely responses through a focused communication channel.

**Premium Support for Service Providers** delivers integrated support to sustain and optimize their Fortinet appliances for communications and managed security providers. Incident resolution is enhanced by engagement via the Advanced Services team, who are experts in security technologies deployed in typical service provider environments. This scalable service has two levels that provide a comprehensive set of services to help customers achieve their IT business continuity objectives. Premium Support for Service Providers includes Select and Elite service options.

- Select service delivers support excellence through fast track access to technical experts. It also includes training and certification, a customized account plan, and a designated service delivery manager (SDM) who will build business-level relationships, driving the agreed objectives, as well as measuring and reporting on service quality.
- Elite service includes a designated lead engineer, who collaborates with you to build and maintain a long-term technical engagement using customer knowledge to enhance service delivery. The TAM will provide best practice guidance, upgrade assistance to facilitate upgrade planning, and advanced notifications of critical incidents. The SDM will assure service delivery and act as the voice of the customer within Fortinet support and service teams.

## Professional Services

### Professional Services for Security Products

Network security is the key to assuring mission-critical environments. Fortinet addresses this with a comprehensive product portfolio. Our Professional Services organization has a selection of services to provide technical consulting on Fortinet solutions. The team contains a breadth and depth of experience with Fortinet and other vendor platforms, as well as industry network and security standards knowledge. This section outlines the typical services available for delivery during the project life cycle phases of **Service Design & Transition** and **Service Operation**.

## Service Design & Transition

Service Design & Transition includes the following service offerings:

- **Network Design & Integration:** The comprehensive network design service is available in the early, green field phase or in a changing environment. The Professional Services team can optimize the integration of the Fortinet solution and advise on proposed design solutions.
- **Design & Configuration Review:** This service provides a review of design documentation and accompanying configuration files. It ensures that the design conforms to Fortinet best practices. This normally takes place at the end of the design phase and before implementation commences.
- **Design & Configuration Validation:** A design validation concentrates on the verification of the business-centric aspects of the customer environment and includes implementation of customer-specific test plans. A validation would typically occur once the review of the design and configuration is completed. It is necessary when the customer requires a validation of the proposed solution and evidence that the proposed solution works as defined in the requirements list and is implemented according to design documentation.
- **Firewall Migration & Replacement Campaign:** Our migration service provides “production-to-production” project support for customers wishing to migrate from a third-party vendor. It is based on proven migration strategies and allows for guidance around common project pitfalls. The service includes planning and advice for the migration of policies and services for firewalls, UTMs, VPNs, and most WLAN/LAN security peripherals.
- **Software Upgrade & Platform Migration Campaign:** The software upgrade and migration campaign is for customers who need to assure a software upgrade or hardware migration involving a Fortinet platform. This is often due to the complexity of the infrastructure or operational constraints such as limited change control windows. It relies on an in-depth knowledge of Fortinet products and solutions.

- **Product Workshops:** Product workshops provide tailored training on a design solution created by Fortinet Professional Services. The customer has the opportunity to participate in or actively follow a workshop on their existing or proposed setup. It is an opportunity for the customer’s engineers to benefit from a focused knowledge transfer, a Q&A session, and informal technical discussions.
- **Technical Design Authority & Implementation:** A large project or implementation may take place over many weeks or months. The technical design authority service provides a design lead throughout the project delivery. This ensures technical expertise is available as project implementation issues arise. This may include areas such as third-party interoperability or design changes. This service could include the engagement of Fortinet engineers at critical project phases or to ensure initial pilots. The service may be used in collaboration with the customer or their channel partner.

## Service Operation

Service Operation includes the following service offerings:

- **FortiGate Health Check:** As network services and traffic patterns develop, it’s important to verify the firewall effectiveness. The audit service addresses this concern by measuring operational performance of the firewall in the customer’s production environment. It provides a firewall review that aims to identify issues and provide configuration-tuning recommendations. This service creates a solid foundation from which to evolve the security infrastructure.
- **Security Hardening:** A common customer request is for advice on how to harden FortiOS and other Fortinet platforms against internal and external attack. While Fortinet platforms are security optimized out of the box, further customization is possible. Fortinet Professional Services can provide up-to-date platform and version-specific hardening advice.

- **Compliance Audit Preparation:** The Professional Services team can provide guidance on audit and compliance processes, including advice on the correct and optimal configuration of the deployed Fortinet solution. This service is used, for instance, as part of the preparation for a PCI-DSS (re)certification process.
- **Configuration Verification:** As a customer's business evolves, so too does its technical requirements. What may have started as a perfectly tuned solution may no longer suit the changed environment. Fortinet's Professional Services team can recalibrate, restructure, or redesign the customer's solution so that it is optimally deployed to meet current demands.
- **Lab Testing & Validation:** The Professional Services team can assist the customer to perform functional testing as well as make planned network change (e.g., configuration change, upgrades, etc.) outcomes predictable and measurable. This is achieved by testing the actual or proposed customer configuration in an optimum test environment.
- **Dedicated Resource Service (Resident Engineer):** A common customer request is to have Fortinet expertise available during the operational phase, either during a long project implementation or after deployment. The dedicated engineering service is available either remotely or on-site and allows for operational technical assistance by a Fortinet certified engineer.
- **Configure:** Once the physical characteristics of the infrastructure have been verified, the Professional Services team can advise on the design and integration of the Fortinet solution into the wired network. This can include design and implementation services, device configuration, and solution validation. These services ensure that the deployed solution will respect security and Wi-Fi best practices.
- **Assess:** The Assess service focuses on customers who are facing or have experienced a change in the number of Wi-Fi clients. The Assess service combines elements from the Coverage and Configure services but focuses them on an existing network infrastructure. This may form part of the verification of an existing design or be utilized in combination with a planned network evolution.
- **Wellness:** The Wellness service is designed for customers who are experiencing issues in their Wi-Fi network and require assistance in troubleshooting the root cause. The service aims to analyze, review, and make recommendations on how to best optimize the network.

## Professional Services for Wireless Products

Wi-Fi has evolved from a network of convenience into a transport system for mission-critical applications. The range of Wi-Fi-only connected devices has dramatically increased and has created constantly evolving demand on network administrators. To meet these challenges, our Professional Services organization provides a full range of services on Fortinet wireless solutions. These services are focused on four main areas:

- **Coverage:** For the most effective Wi-Fi coverage, the optimal placement of access points is critical. Accurate placement of the WLAN infrastructure ensures predictable radio frequency coverage and simplifies physical deployment. This includes **Predictive Site Survey** and **Passive & Active Site Survey** service options.

## Security Analysis Services

With the increased frequency, volume, and impact of security attacks, including Distributed Denial of Service (DDoS), more and more enterprises are deploying Fortinet products as an essential element of a complete security strategy. The **Security Analysis Service**, which is available for the **FortiDDoS** and **FortiWeb** product families, aims to maximize your investment by optimizing the configuration of your appliance in your specific security environment. The service is delivered by Fortinet security experts who possess the requisite knowledge and experience to analyze your infrastructure and security requirements. Upon completion, your team will gain a more in-depth understanding of the technology and you will be assured of the optimal configuration for your environment.

## Tailored, A La Carte Services

The unique combination of Fortinet global presence and security expertise enables us to provide tailored, a la carte FortiCare services to meet your specific and unique security project life cycle needs anywhere in the world. Working with our services professionals, you can build a customized FortiCare solution combining different professional and technical support services to support your team throughout the life cycle of any project.

## Training Services

Fortinet offers various levels of training services to address a broad set of needs through our **Network Security Expert (NSE)** program and **Custom** programs.

- **NSE Program:** This is an eight-level certification program designed for technical professionals interested in independent validation of their network security skills and experience. The program includes a wide range of self-paced and instructor-led courses, as well as practical, experiential exercises that demonstrate mastery of complex network security concepts.
- **Custom Program:** We can customize a training program for you, both remote and on-site, based on your requirements.

## Conclusion

Fortinet offers a full range of FortiCare service offerings to support your needs throughout the life cycle of your security projects, with support delivered by a global team of industry security experts who are available anytime and anywhere. We are committed to protecting your security infrastructure and your business.

For more information, please visit our website, [www.fortinet.com](http://www.fortinet.com), or contact your authorized Fortinet representative.



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