FortiCare Support Services

Product Offerings

Fortinet offers a comprehensive service portfolio designed to get customers up and running quickly, to expedite escalations, and to provide expert consultation and professional services based on the unique customer deployment combined with industry best practices. This ordering guide is a quick reference to the most commonly selected support services for enterprise customers:

- **Product Support**: dedicated support for each product or service offered in different levels depending on enterprise SLA needs:

  - *Premium*: dedicated 24×7×365 support for each product and service.

  - *Elite*: premium plus higher SLA and extended end of engineering support (E-EoES). Includes automated monitoring under the *FortiCare Elite Monitoring Portal*.

- **Professional Services**: fixed scope engagements aligned to common best practice deployments, and designed to speed adoption and streamline day one experience. You can use these services for:

  - **Presales Consulting**: dedicated expert teams designed to help customers planning advanced or unfamiliar projects such as SOC readiness, cloud adoption, and so on.

  - **Post-sales Implementation**: dedicated resources to assist in initial deployments, migrations, upgrades, and other scoped tasks.

- **Advanced Support**: dedicated advanced support teams deliver these services, which include technical and business components. Services include lifecycle management and planning, proactive reviews, quarterly business reviews, best practice adoption, and service points for a customized experience.

	CUSTOMER SUCCESS		
	PRODUCT SUPPORT	**ADVANCED SUPPORT**	**PROFESSIONAL SERVICES**
Focus Area	Technical support	Proactive business and technical alignment	Onboarding and rapid adoption
Service Delivery	24×7 follow the sun, plus options for premium response, automated alerts, and E-EoES	Dedicated advanced support teams deliver ongoing management of lifecycle planning and escalations	Fixed scope engagements for common use cases
Applies to	All products	FortiCare account level	Supported use cases

To meet customers' high availability and data security needs, Fortinet offers the following per device add-on services:

- **Premium Return Merchandise Authorization (PRMA):** three service options are available for when the customer needs delivery assurance. With inventory held in-country for next calendar day delivery and locally for four-hour delivery, customers can feel confident that parts will arrive on schedule.

- **Secure RMA (SRMA):** releases the customer from the responsibility of returning the faulty unit and allows for self-managed disposal.

PRODUCT SUPPORT

Dedicated support for each product or service, offered in different levels depending on enterprise SLA requirements.

	PRODUCT SUPPORT	
	ELITE	**PREMIUM**
Focus Area	Technical support for product- or service-related issues	
Delivery Model	Globally distributed technical assistance centers (TAC)	
Service Delivery*		
Service Engagement	24x7 follow the sun, plus enhanced response times and automated alerts	24x7 follow the sun
P1-P2 Escalations (Telephone Support)	15 minutes	1 hour
P3 Escalations (Web Support)	2 hours	Next business day
Operations Integration Points		
FortiCare Asset Portal	⊘	⊘
Technical Escalation (Phone and Web)	⊘	⊘
E-EoES**	⊘	
Automated Monitoring and Alerts	⊘	
Security Rating Hygiene Recommendations	⊘	
FortiCare Elite Portal	⊘	
FortiGuard Service Updates		
Application Control, Botnet/C2, GeoIP, TrustedCert, and so on**	⊘	⊘

  * Elite available for supported product lines only (table reflects FortiGate)
  ** E-EoES is only available on designated Long Term Support (LTS) releases.
*** Refer to the FortiGuard Ordering Guide for full details.

ORDER LIFECYCLE

New Orders - Bundles
All bundles (hardware or service) include the PREMIUM support by default. You can upgrade all bundles to ELITE support using the following upgrade SKU:

- **Elite Add-on**: `FC-10-F100F-204-02-DD`

New Orders - A la Carte
When ordering each component separately, you can directly purchase the Elite service level with the following SKU:

- **Elite "a la carte" SKU**: `FC-10-F100F-284-02-DD`

Existing Customers - Upgrade to Elite
Existing customers can upgrade to Elite service level by using the co-term SKU:

- **Elite Upgrade**: `FCZ-10-F100F-204-02-DD`

SEE ALSO

For small business deployments:
- **FortiCare Essentials**: designed for price-sensitive deployments and includes web-based support only. Refer to the datasheet for more information.

RMA

FortiCare Premium and FortiCare Elite per-device support contracts include standard next business day delivery RMA.

PRMA offers three service levels as an add-on option for a device that is on a FortiCare Premium or FortiCare Elite contract:

* **4-hour Hardware and Onsite Engineer (4HR-E)**: a replacement part and engineer will arrive onsite within the 4-hour SLA. Note they may not arrive together. An engineer will rack and cable the appliance and leave with the defective part if requested.

* **4-hour Hardware Delivery (4HR)**: a courier service will deliver the replacement part on-site.

* **Next Calendar Day (NCD)**: a courier service will deliver a replacement part to arrive on the next day if the exchange is confirmed in accordance with the applicable country cutoff time.

PRMA services are not available in all locations. Refer to the FortiCompanion to RMA Services for details.

SRMA service allows for the nonreturn of the defective hardware and as such offers the protection of data within the customer's premises.

The service is available as an add-on option per device for all levels of FortiCare per device contract and PRMA contracts.

Both PRMA and SRMA are available in 1-, 3-, or 5-year contracts.

ORDER LIFECYCLE

New Orders

PRMA add-ons require that an active FortiCare Premium or FortiCare Elite license is first registered on the device:

* **Next-day Delivery Add-on**: `FC-10-F100F-210-02-DD`

* **4-hour Hardware Delivery**: `FC-10-F100F-211-02-DD`

* **4-hour Hardware and On-site Engineer Add-on**: `FC-10-F100F-212-02-DD`

* **Elite A La Carte:** `FC-10-F100F-284-02-DD`

Multiyear

All PRMA services are available with 3- and 5-year SKUs to simplify registration.

* **3-year Next-day Delivery**: `FC-10-F100F-210-02-36`

ADVANCED SUPPORT

These services are delivered by dedicated advanced support teams and inclcude both technical and business components. Services include lifecycle management and planning, pro-active reviews, quarterly business reviews, best practice adoption, and service points for a customized experience.

- **Core**: Technical Support response continuity through designated and skilled resources.

- **Pro**: Proactive collaboration surrounding Technical Support through assigned Technical Account Manager (TAM) focused on a consistent response and a focal point for the customer technical objectives.

- **Pro Plus**: addition of a Service Relationship Manager (SRM) to the TAM, to facilitate and drive a customer success outcome for larger or more complex enterprise environments reducing customer effort and promoting continuous improvement.

	ADVANCED SUPPORT		
	PRO PLUS	**PRO**	**CORE**
Direct Touch Engagement	Advanced Tech + Business	Advanced Tech	Tech
Service Points Included	30	16	6
Resource Alignment			
Teamed ASE Ticket Handling	✓	✓	✓ (Designated ASE)
Technical Account Manager (TAM)	✓	✓	
Service Relationship Manager (SRM)	✓		
Personalized Support Experience			
Escalation Matrix Management	✓	✓	✓
Extended Troubleshooting Support (18 months)	✓	✓	
Configuration Hardening Check	✓	✓	
Success Plan Development	✓		
Critical Incident Management	✓		
Lifecycle and Vulnerability Management			
PSIRT Vulnerability Notification	✓ Advanced Notice	✓ Advanced Notice	✓
Lifecycle Status Tracking	✓	✓	
Lifecycle Audit	✓		
Reporting			
Case Management Reviews	✓	✓	
Quarterly Reporting	✓ Attended	✓ Attended	
Training and Skills Development			
Training Access	✓ 14 delegates	✓ 10 delegates	✓ 6 delegates

ORDER LIFECYCLE

New Orders

Direct purchase each tier using single SKU:

- **Pro Plus**: `FP-10-PS001-714-02-12`

- **Pro**: `FP-10-PS001-712-02-12`

- **Core**: `FP-10-PS001-711-02-12`

Add-Ons

- **SRM Add-on** (Pro or Core): `FP-10-PS001-707-02-12`

- **Add 10 Service Points**: `LIC-AS-10`

NOTE: Pro and Pro Plus are available as Global options where a TAM will be assigned within each region.

ADVANCED SUPPORT - SERVICE CATALOG

SERVICE	DESCRIPTION
Remote After Hours Assistance	Provides customer with remote after-hours assistance for a maximum duration of four hours during network changes.
Software Upgrade Assistance	Consists of the testing of a target Fortinet software release against the customer's communicated configuration within laboratory conditions and the provision of a test report on the outcome.
Software Upgrade Recommendation with Bug Scrub	Fortinet performs an assessment of a target Fortinet software release against the customer's technical environment for the purpose of addressing known bug-related issues.
Software Best Practice	Consists of the delivery of a report outlining a best practice recommendation for a specific feature.
On-site Business One-day Visit	The purpose of this service option is to enable one AS resource for an on-site visit to discuss support topics like quarterly or annual business review, support with simple troubleshooting, presentation of an existing best practice recommendation, and open discussion on planned activities.
Knowledge Transfer - Custom Webinar	Provides a one-time webinar, which consists of a remote session delivered in English where one feature is explained based on the customer's configuration. The webinar is also be supplemented with best practice troubleshooting steps for commonly seen issues.
Knowledge Transfer - Custom Workshop	Provides a one-time knowledge transfer custom workshop with hands-on troubleshooting (maximum of three users) based on a reasonable number of product features or use cases that the customer provides.
Configuration Hardening Check	Provides a report that covers the FortiGate products deployed on customer network, highlighting the best practices and recommendation to be applied to the product to harden and improve device security.
Device Performance Health Check	Provides a report that covers a standalone FortiGate or a cluster of FortiGate devices deployed on customer network with recommendations to optimize utilization.
Lifecycle Audit	Provides visibility of customer network condition by accessing the system data to generate report of Fortinet hardware and software lifecycle status, the features, and bug tracker report.
Customer Readiness Testing (CRT)	Focused on testing specific customer scenarios and deployments utilizing Fortinet products under specific configuration and loading conditions.

* Catalog items available at any time are displayed in the online service catalog, may be dependant upon underlying services, and will be amended from time to time at Fortinet's sole discretion. The ordering guide provides only an indication of what may be available.

SERVICE CATALOG FOR ADVANCED SUPPORT SERVICE

Order an Advanced Support 12-month subscription service and add on service points in blocks of ten as needed using the Ten Service Points for AS Services SKU (LIC-AS-10).

PROFESSIONAL SERVICES

Professional Services enable customers to engage with a dedicated team of engineers who routinely deploy best practice configurations across a wide variety of customer-driven use cases. The team provides consultation/guidance and can assist with hands-on configuration as required.

Professional Services offer simple and streamlined options that can be scheduled when needed.

USE CASE	SUMMARY	HOW TO BUY
Configuration Migration and Deployment		
FortiConverter Service	Assistance to convert an existing FortiGate configuration to a new version and/or hardware model, engaged via Customer Support ticket process.	Subscription Service (per-model)
NGFW QuickStart	Professional Service-based package providing direct touch consultation and customization of a base NGFW configuration or best practice for the initial deployment.	Dedicated SKU based on FortiGate platform range
FortiSOAR QuickStart	FortiSOAR deployment quickstart service.	FP-10-QSSOAR-DP1-00-00
FortiNAC QuickStart	FortiNAC standard deployment quickstart service.	FP-10-QSFNAC-DP1-00-00
	FortiNAC advanced deployment quickstart service.	FP-10-QSFNAC-DP2-00-00
SD-WAN QuickStart	SD-WAN deployment quickstart service.	FP-10-QSSDWAN-DP1-00-00
Best Practice Consultation (BPS)		
FortiClient	Consultation service for initial setup and best practice deployment of endpoint agents. Proper setup is crucial for security effectiveness plus system outage avoidance or SOC overload. See the FortiClient Ordering Guide.	Range SKU based on number of endpoints
FortiEDR	Consultation service for initial setup and best practice deployment of endpoint agents. Proper setup is crucial for security effectiveness plus system outage avoidance or SOC overload. See the FortiEDR Ordering Guide.	Range SKU based on number of endpoints
FortiMonitor	Consultation service for initial setup and best practice deployment of endpoint agents. Proper setup is crucial for security effectiveness plus system outage avoidance or SOC overload. See the FortiMonitor Ordering Guide.	Range SKU based on number of agents
Targeted Enagements		
Presales Consulting		
Cloud Resource Engineers	Dedicated projects for public clouds (AWS, Azure, Google, Oracle)	Term Engagements (full and part time)
Incident Readiness Services	Provides the flexibility of engaging both incident response support and proactive services such as incident response readiness assessment, cyber security tabletop exercises, or incident response playbook development.	Subscription service or hourly
Solution Architect Consultancy Service	Per-day solution architect consultancy engagement to document, design, and deliver security architecture improvements per agreed scope.	Daily
Cloud Architecture	Remotely assist the customer with architecture and infrastructure operations expertise in public cloud environments including connectivity, security and networking elements combine with the effective use of Fortinet products throughout their lifecycle within such environments.	Daily/Term Engagement (Full time)
Postsales Implementation		
Designated Engineers	Dedicated resources. Can be on-site, remote, part-time, or security-cleared. (full or part time)	Term Engagements (full and part time)
Incident Response Services	Dedicated projects for post-exploitation investigation, patient-0 discovery, recovery planning, and so on.	Hourly
Professional Services	Custom engagements based on Statement of Work (SoW)	Daily
Service Catalog*		
Incident Response Readiness Assessment	Assessment done through key stakeholder interviews and document reviews. The goal of this assessment is to strengthen the overall ability of an organization to respond efficiently and effectively to an unexpected cyber incident and help prioritize cybersecurity actions and investments.	Activity-based Service points
Cyber Security Tabletop Exercise	Tests the organization's incident response plan and assist in identifying security gaps in cybersecurity or processes. Designed and delivered by the FortiGuard Incident Response Team based on experiences they've encountered during various incident response engagements.	Activity-based Service points
Incident Response Playbook Development	Assist with the development of Incident Response Playbooks. An Incident Response Playbook is a step-by-step guide organizations will use in the event of an impactful cybersecurity incident on the network, based on the most probable events.	Activity-based Service points

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CONFIGURATION MIGRATION

Following types of SKUs are available:

- **FortiConverter Service** - dedicated SKU for your FortiGate model (example for FG-100F: FC-10-F100F-189-02-DD)

- **NGFW Professional Service** - order PS SKU based on FortiGate range

  - FP-10-QSNGFW-DP1-00-00 (FortiGate-90-series and below)

  - FP-10-QSNGFW-DP2-00-00 (FortiGate-100-series to FortiGate-900-series)

  - FP-10-QSNGFW-DP3-00-00 (FortiGate-1000-series to FortiGate-2600-series)

- **FortiSOAR Deployment QuickStart Service**: FP-10-QSSOAR-DP1-00-00

- **FortiNAC Deployment QuickStart Service**:

  - Standard: FP-10-QSFNAC-DP1-00-00

  - Advanced: FP-10-QSFNAC-DP2-00-00

- **SD-WAN Deployment QuickStart Service**:

  - Standalone: FP-10-QSSDWAN-DP1-00-00

  - Hub and spoke (single DC): FP-10-QSSDWAN-DP2-00-00

  - Hub and spoke with ZTP (single DC): FP-10-QSSDWAN-DP3-00-00

BEST PRACTICE SERVICES

Best Practice Services (BPS)

For streamlined on-boarding and endpoint setup, refer to the *ONBOARDING* section of each product Ordering Guide - *FortiClient*, *FortiEDR* and *FortiMonitor*.

TARGETED ENGAGEMENTS

Targeted Engagements

Order based on the term of engagement and number of days per week needed:

- **Solution Architect Consultancy Service**: FP-10-PS001-831-01-01 (per day SOW).

- **Dedicated Engineers**:

  - **On-site**: FP-10-PS001-923-02-12

  - **Remote**: FP-10-PS001-802-02-12

  - **Remote Part-time Two Days per Week**: FP2-10-PS001-802-02-12

  - **Remote Part-time Three Days Per Week**: FP3-10-PS001-802-02-12

SERVICE CATALOG FOR INCIDENT RESPONSE SERVICE

Order the 12-month subscription service (FP-10-IR001-709-02-12).

The following hourly response SKUs are available:

- **Digital Forensics and Incident Response consulting services - hourly**: FP-10-IR-FRNSCS

- **Incident Response Proactive Consulting Services - hourly**: FP-10-IR-PROACTIVE

Add on service points in ten as needed using the Ten Service Point for IR Services SKU (LIC-IR-10).

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