

FortiCare 360™

Advanced Services Technical Support

Organizations of all sizes and industries continue to struggle with significant increases in the number, types and sources of threats to their critical networking infrastructures and assets. Never before have organizations had to rely so heavily on the optimal performance of their network security devices, and yet equipment failure accounts for 40% of network downtime. FortiCare 360 enables organizations to take a more proactive approach in the identification and prevention of these potential risks along with expert advice and priority support services.



FortiCare 360 Advanced Services Technical Support, powered by FortiSIEM, enables organizations of all sizes to take a more proactive approach in the rapid detection and remediation of real and potential performance issues associated with their FortiGate and FortiWiFi devices. This includes all the comprehensive benefits associated with FortiCare 24x7 and greatly expands on those services with the addition of personalized monthly environmental and performance audit reports, along with best practice recommendations from specialized FortiCare 360 engineers to insure optimal performance of these critical devices in supporting the protection of your network. Automated notification of P1 and 2 events along with the priority support treatment is also included, with service level agreements (SLAs) for rapid response times and all other service and support needs.



Highlights

- 24x7x365 Priority Support from Advanced Technical Services Engineers
- SLAs for Response and Support
- Proactive Notification of Critical Events
- Monthly Device Health and Performance Audits
- “Best Practice” Guidance
- Device Monitoring and Optimization
- Maximized Operational Efficiency for FortiGate and FortiWiFi devices

Key Features and Benefits



Ongoing Device and Performance Monitoring	Avoid unplanned disruptions and detect problems before they affect business-critical performance.
Monthly Audits and Best Practice Advice	Optimized operational efficiencies are maintained through best practice advice from FortiCare 360 engineers. Including steps for rapid remediation for any critical or sub-optimal device performance issues identified.
Automated P1 and P2 Notification	P1 and P2 events will automatically generate notification to your designated personnel.
Priority Support SLAs	P1 and P2 support needs will receive SLAs for maximum 15 minute response times, with additional priority response time SLAs for P3 and P4 conditions.
Includes FortiCare 24x7 Support	24x7x365 access to Advanced Technical Support Engineers and advanced rapid replacement services for hardware failures.

FEATURES

Activities and Deliverables

FortiCare 360 engineers will perform the following activities:

- Assist in initial setup, and ongoing maintenance of the FortiCare 360 Collector(s) software on VM host(s).
- Assist in configuring FortiGate and FortiWiFi for communications to and from the FortiCare 360 Collector(s).
- Personalization of FortiCare 360 reports, including baselines and metrics.
- Schedule 30 Day Audit reviews for the duration of the FortiCare 360 contract.
- Monthly detailed audit reports with recommendations for best practices to insure optimal device performance.

Customer Provided Virtual Machine Requirements to Support each FortiCare 360 Collector Node

Component	Quantity	Host SW	Processor	Memory	OS/App Storage
FortiCare 360 Collector Node	1	ESX	2 Core, 2 GHz, 64 bit	4 GB	40 GB

NOTE: Fortinet Virtual Machines are available for purchase. Recommended model types will be provided by FortiCare 360 engineers.

ORDER INFORMATION

Product	SKU	Description
FortiCare 360 Support Service for FortiGate/FortiWiFi	FC-10-0XXXX-280-02-DD	FortiCare 360 Contract per Appliance. Includes 24x7 Support, FortiCare Subscription and Audit Service.
FortiCare 360 Support Service for FortiGate VM	FC-10-0XXXX-281-02-DD	FortiCare 360 Contract per VM Appliance. Includes 24x7 Support, FortiCare Subscription and Audit Service.



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