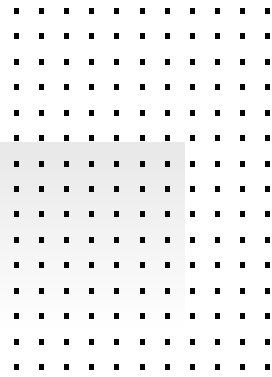


DATA SHEET

FortiCare BPS

FortiCare Best Practice Service

The FortiCare Best Practice Service (BPS) provides the customer with technical advice to help them make the most of their Fortinet investment. FortiCare BPS is an annual subscription-based service. Once a ticket is created through the FortiCare Support Portal, the BPS ticket is rerouted to a product-specific technical expert. Response for these consultations are handled as per a standard P3 ticket.



Planning

- Initial design review and recommendations
- Licensing/software sizing



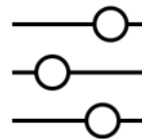
Improvement

- Operation use case review to identify gaps
- Configuration backup/database review and testing
- Performance tuning



Deployment

- Configuration review and tuning
- Sample scripts, configuration, and tools recommendations
- Integration consultation for supported third party systems



Product-specific Needs

- Upgrades
- Migration
- Third party integrations

WHY FORTICARE BPS

- Direct access to Fortinet product experts
- Knowledge of global best practices that other Fortinet customers have adopted
- Fortinet's custom-built hardware and proprietary OS means faster support and no third party involvement



FORTICARE SERVICES AT A GLANCE

	24X7	ASE	BPS	PROFESSIONAL SERVICES	DESIGNATED TAM
FortiCare Support Subscriptions					
24x7 Technical Support	☑	☑			
Access to Online Resources (FortiCare/FortiCloud)	☑	☑			
Operating System (OS) Updates	☑	☑			
Dynamic OS Package Updates (Geo-IP, Certificates, C&C, Internet Service DB, etc.)	☑	☑			
Participation in Beta Programs	☑	☑			
Prioritized Call Handling/Routing		☑			☑
Consultation Subscriptions					
Initial Deployment Review and Recommendations			☑		
VM and Software Sizing			☑		
Integration with NOC/SOC Operations			☑		
Integration with Supported Third Party Systems			☑		
Sample Code and Configuration			☑		
Guidance for Security Fabric Integration between Core Products (FortiGate, FortiClient EMS, FortiAnalyzer)			☑		
Shortcut to Best Practices That Other Organizations Have Adopted			☑		
Dedicated Resource Engagements					
Upfront Scoping Required				☑	
Customer Assessment and Work Definition				☑	
Oversight for Live Changes				☑	
Hands on Keyboard				☑	
On-premise Consultation				Optional	
Regular Business Reviews					☑
Environment Staging					☑
Upgrade Pretesting					☑

HOW TO BUY

	24X7	ASE	BPS	PROFESSIONAL SERVICES	DESIGNATED TAM
FortiGate	Any bundle or a la carte	A la carte	Not available	Advanced Services	Advanced Services
FortiManager	Any bundle or a la carte	A la carte	Hardware bundle or a la carte VM subscription (S-series)	Advanced Services	Advanced Services
FortiSOAR	Included	A la carte	Bundle subscription option	Advanced Services	Advanced Services
FortiClient	Included	A la carte	Add-on/a la carte SKU	Advanced Services	Advanced Services
FortiEDR	Included	A la carte	Add-on/a la carte SKU	Advanced Services	Advanced Services
FortiMonitor	Included	A la carte	Add-on/a la carte SKU	Advanced Services	Advanced Services



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