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*.

- **Quick Starts**: fixed scope engagements aligned to common best practice deployments, and designed to speed adoption and streamline day 1 experience.

- **Advanced Services**: dedicated advanced service 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

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>PRODUCT SUPPORT</th>
<th>QUICK START</th>
<th>ADVANCED SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Technical support</td>
<td>Onboarding and rapid adoption</td>
<td>Proactive business and technical alignment</td>
</tr>
<tr>
<td>Service Delivery</td>
<td>24×7 follow the sun, plus options for premium response, automated alerts, and E-EoES</td>
<td>Fixed scope engagements for common use cases</td>
<td>Dedicated advanced service teams deliver ongoing management of lifecycle planning and escalations</td>
</tr>
<tr>
<td>Applies To</td>
<td>All products</td>
<td>Supported use cases</td>
<td>FortiCare account level</td>
</tr>
</tbody>
</table>

*Reflects Elite SLA for FortiGate*
## PRODUCT SUPPORT

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

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>ELITE</th>
<th>PREMIUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery Model</td>
<td>Technical support for product- or service-related issues</td>
<td>Globally distributed technical assistance centers (TAC)</td>
</tr>
<tr>
<td>Service Delivery*</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 |

### Service Delivery*

- **24x7 follow the sun**, plus enhanced response times and automated alerts
- 24x7 follow the sun
- 15 minutes
- 1 hour
- 2 hours
- Next business day

### Delivery Model

- **Globally distributed technical assistance centers (TAC)**

### 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, etc.***

- Elite available for supported product lines only (table reflects FortiGate)
- **E-EoES** is only available on designated Long Term Support (LTS) releases.
- **Refer to FortiGuard Ordering Guide for full details** - [https://www.fortinet.com/content/dam/maindam/PUBLIC/03_TECH%20DOCS/ordering-guides/FortiGuard-Ordering-Guide.pdf](https://www.fortinet.com/content/dam/maindam/PUBLIC/03_TECH%20DOCS/ordering-guides/FortiGuard-Ordering-Guide.pdf)

### 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.
QUICK START SERVICES

Quick starts 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.

Quick Starts offer simple and streamlined options that can be scheduled when needed.

<table>
<thead>
<tr>
<th>USE CASE</th>
<th>SUMMARY</th>
<th>HOW TO BUY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Configuration Migration</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FortiConverter Service</td>
<td>Assistance to convert an existing FortiGate configuration to a new version and/or hardware model, engaged via Customer Support ticket process.</td>
<td>Subscription Service (per-model)</td>
</tr>
<tr>
<td>NGFW QuickStart (New in Q3)</td>
<td>Professional Service based package providing direct touch consultation and customization of a base NGFW configuration or best practice for the initial deployment.</td>
<td>Dedicated SKU based on FortiGate platform range</td>
</tr>
<tr>
<td><strong>Best Practice Consultation (BPS)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FortiClient</td>
<td>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.</td>
<td>Range SKU based on number of endpoints</td>
</tr>
<tr>
<td>FortiEDR</td>
<td>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.</td>
<td>Range SKU based on number of endpoints</td>
</tr>
<tr>
<td>FortiMonitor</td>
<td>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.</td>
<td>Range SKU based on number of agents</td>
</tr>
<tr>
<td><strong>Targeted Engagements</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Designated Engineers</td>
<td>Dedicated resources (full or part time)</td>
<td>Term Engagements (full and part time)</td>
</tr>
<tr>
<td>Cloud Resource Engineers</td>
<td>Dedicated projects for public clouds (AWS, Azure, Google, Oracle)</td>
<td>Term Engagements (full and part time)</td>
</tr>
<tr>
<td>Incident Response Services</td>
<td>Dedicated projects for post-exploitation investigation, patient-0 discovery, recovery planning, etc.</td>
<td>Hourly</td>
</tr>
<tr>
<td>Professional Services</td>
<td>Custom engagements based on Statement of Work (SoW)</td>
<td>Daily</td>
</tr>
</tbody>
</table>

ORDER LIFECYCLE

**Configuration Migration**

*Two types of SKUs are available:*

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

**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**

Order based on the term of engagement and number of days per week needed.
ADVANCED SUPPORT

These services are delivered by dedicated advanced service teams and include 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.

<table>
<thead>
<tr>
<th>ADVANCED SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PRO PLUS</strong></td>
</tr>
<tr>
<td>Direct Touch Engagement</td>
</tr>
<tr>
<td>Service Points Included</td>
</tr>
</tbody>
</table>

### Resource Alignment

- **Teamed ASE Ticket Handling**: ✔
- **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
## ADVANCED SUPPORT

### ORDER LIFECYCLE

<table>
<thead>
<tr>
<th>New Orders</th>
<th>Add-Ons</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Direct purchase each tier using single SKU:</strong></td>
<td><strong>SRM Add-on (Pro or Core):</strong></td>
</tr>
<tr>
<td>• <strong>Pro Plus:</strong> FP-10-PS001-714-02-12</td>
<td>FP-10-PS001-707-02-12</td>
</tr>
<tr>
<td>• <strong>Pro:</strong> FP-10-PS001-712-02-12</td>
<td><strong>Add 10 Service Points:</strong> LIC-AS-10</td>
</tr>
<tr>
<td>• <strong>Core:</strong> FP-10-PS001-711-02-12</td>
<td></td>
</tr>
</tbody>
</table>

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