



# FortiMonitor

## Product Offerings



FortiMonitor products are bundled into pro and enterprise subscriptions. Additional services are also included across all bundles.

INSTANCE MONITORING		
	PRO	ENTERPRISE
<b>Supported Endpoints</b>		
Devices/Servers	✓	✓
Containers	✓	✓
FortiGate and Fortinet Security Fabric Devices	✓	✓
LAN Edge Devices	✓	✓
End User Agent	✓	✓
Digital Experience Monitoring (DEM) Synthetics	Purchased separately	Purchased separately
<b>Monitoring and Analytics</b>		
Data Retention	12 months	24 months
Unlimited Metrics and Thresholds	✓	✓
Basic Synthetics	✓	✓
Dashboards and Reporting	✓	✓
On-premise and Cloud Monitoring	✓	✓
Monitoring Templates	✓	✓
Custom Metrics and Incidents	✓	✓
Netflow Integration	✓	✓
Network Configuration Management	✓	✓
<b>Operations</b>		
Single Sign On	✓	✓
REST API Access	✓	✓
Multitenancy		✓
<b>Automation and AI</b>		
Custom Playbook Automation	✓	✓
Monitoring Policy Workflows	✓	✓
<b>Additional Services</b>		
24x7 Support	Included	Included
<b>Hardware Platform</b>		
FortiMonitor	✓	✓



## ORDER INFORMATION

New SKU available for FortiMonitor 100F - the Hardware platform implementation for the FortiMonitor OnSight Utility:

SOLUTION BUNDLE	SKU LICENSE
<b>FortiMonitor 100F Appliance</b> The FortiMonitor 100F appliance delivers all the functionality of the FortiMonitor OnSight, but in a hardware form factor.	<b>FMN-100F</b>
Note: Requires an active FortiMonitor subscription.	

Separate SKUs are provided for devices/servers, containers, FortiGate, and LAN Edge devices:

SOLUTION BUNDLE	SKU LICENSE	PRO	ENTERPRISE
<b>Device/Server Subscriptions</b> FortiMonitor Pro/Enterprise subscription for packs of devices/servers and 24x7 FortiCare	25-pack	FC2-10-MNCLD-436-01-DD	FC2-10-MNCLD-437-01-DD
	500-pack	FC3-10-MNCLD-436-01-DD	FC3-10-MNCLD-437-01-DD
	2,000-pack	FC4-10-MNCLD-436-01-DD	FC4-10-MNCLD-437-01-DD
	10,000-pack	FC5-10-MNCLD-436-01-DD	FC5-10-MNCLD-437-01-DD
<b>Container Subscriptions</b> FortiMonitor Pro/Enterprise subscription for packs of containers and 24x7 FortiCare	25-pack	FC2-10-MNCLD-439-01-DD	FC2-10-MNCLD-440-01-DD
	500-pack	FC3-10-MNCLD-439-01-DD	FC3-10-MNCLD-440-01-DD
	2,000-pack	FC4-10-MNCLD-439-01-DD	FC4-10-MNCLD-440-01-DD
	10,000-pack	FC5-10-MNCLD-439-01-DD	FC5-10-MNCLD-440-01-DD
<b>FortiGate Subscriptions</b> FortiMonitor Pro/Enterprise subscription for packs of FortiGate devices, including 24x7 FortiCare. Includes monitoring for up to nine Security Fabric devices connected to each FortiGate.	25-pack	FC2-10-MNCLD-456-01-DD	FC2-10-MNCLD-457-01-DD
	500-pack	FC3-10-MNCLD-456-01-DD	FC3-10-MNCLD-460-01-DD
	2,000-pack	FC4-10-MNCLD-456-01-DD	FC4-10-MNCLD-457-01-DD
	10,000-pack	FC5-10-MNCLD-456-01-DD	FC5-10-MNCLD-457-01-DD
<b>LAN Edge Device Subscriptions</b> FortiMonitor subscription for packs of LAN edge devices, including 24x7 FortiCare	25-pack	FC2-10-MNCLD-459-01-DD	FC2-10-MNCLD-460-01-DD
	500-pack	FC3-10-MNCLD-459-01-DD	FC3-10-MNCLD-460-01-DD
	2,000-pack	FC4-10-MNCLD-459-01-DD	FC4-10-MNCLD-460-01-DD
	10,000-pack	FC5-10-MNCLD-459-01-DD	FC5-10-MNCLD-460-01-DD
<b>End User Agent</b> End user Windows installable DEM-capable agent	10-pack	FC1-10-MNCLD-529-01-12	
	25-pack	FC2-10-MNCLD-529-01-12	
	100-pack	FC3-10-MNCLD-529-01-12	
	500-pack	FC4-10-MNCLD-529-01-12	
	2,000-pack	FC5-10-MNCLD-529-01-12	

DEM subscriptions for advanced synthetics monitoring are also available independently from endpoint servers, containers, and so on:

SOLUTION BUNDLE	SKU LICENSE	DIGITAL EXPERIENCE MONITORING (DEM)
<b>DEM Synthetics Subscriptions</b>	25-pack	FC2-10-MNCLD-441-01-DD
	500-pack	FC3-10-MNCLD-441-01-DD
	2,000-pack	FC4-10-MNCLD-441-01-DD
	10,000-pack	FC5-10-MNCLD-441-01-DD

Additional onboarding services are available as subscriptions providing onboarding consultation services:

ADDITIONAL SERVICES	ACTIVE SUBSCRIPTIONS	SKU LICENSE
<b>FortiCare Best Practices (BPS) Onboarding Service</b>	<250 Endpoints	FC1-10-MNBPS-310-02-DD
	250-999 Endpoints	FC2-10-MNBPS-310-02-DD
	1,000-4,999 Endpoints	FC3-10-MNBPS-310-02-DD
	>=5,000 Endpoints	FC5-10-MNBPS-310-02-DD

### ALSO AVAILABLE

Other FortiMonitor SKUs are orderable for **Basic Nodes**: Basic nodes facilitate simple uptime/reachability monitoring of endpoints, devices, servers, and websites. This instance type does not include advanced performance metrics.



## FREQUENTLY ASKED QUESTIONS

### Is upgrade from pro subscription to enterprise subscription supported?

No, migration between pro and enterprise subscriptions is not supported at this time.

### Can I mix Pro and Enterprise in the same account for different servers/devices?

No, it is not possible to combine pro and enterprise in a single account.

## ONBOARDING

### Is a FortiMonitor onboarding service required?

Yes, proper onboarding setup is crucial for optimizing the deployment. The onboarding processes include monitoring and fine tuning of critical assets/resources.

### What onboarding options are available?

The following summarizes standard onboarding engagement via FortiCare BPS.

Dedicated professional services for SLA-driven engagements are also available.

Size	Subscription Includes	Service Engagement Workflow
< 250	2 hours Planning/Onboarding Review 4 hours Design and Deployment engagement 2 hours Weekly Incident Review (1 per week) Quarterly incident review for tuning/optimization	A phased approach to success:  Phase 1 ( <b>Plan</b> ) Includes Defining the team, performing discovery, defining goals, challenges, success criteria and milestones.
250 - 999	4 hours Planning/Onboarding Review 8 hours Design and Deployment engagement 4 hours Weekly Incident Review (1 per week) Quarterly incident review for tuning/optimization	Phase 2 ( <b>Design</b> ) defines Architectural Design, deployment plan(s), training and communication plans.  Phase 3 ( <b>Deploy</b> ) ensures the completion of all requisite tasks and the actual deployment and implementation. Knowledge transfer is a key component of this phase.
1,000 - 4,999	6 hours Planning/Onboarding Review (2 sessions) 12 hours Design and Deployment engagement 6 hours Weekly Incident Review (1 per week) Quarterly incident review for tuning/optimization	Phase 4 ( <b>Manage</b> ) builds out full solution: Implements incident and alert management, detailed review and fine tuning of metrics/settings, and importantly, sets out a series of business success meetings.
>= 5,000	12 hours Planning/Onboarding Review (3 sessions) 20 hours Design and Deployment engagement 8 hours Weekly Incident Review (1 per week) Quarterly incident review for tuning/optimization	



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