Product Information

FortiSOAR is a leading SOAR platform that is used in conjunction with SIEM, UEBA, EDR, or other threat detection platforms. Use this document along with the FortiSOAR Datasheet to plan your purchase and/or deployment. The following is a high-level mind map to enable you to quickly go through all the various aspects that influence your purchase.

Deployment Options

- Virtual Appliance
- FortiSOAR Cloud
- Container on FortiManager/Analyzer
- Public Cloud (AWS & Azure)

Licensing Model

- Enterprise or Multi-Tenant
- Perpetual or Subscription
- User Seat Count
- Number of Nodes

Professional Help

- JumpStart Program
- Customized SoW
- Resident Engineer

Learning Resources

- NSE 6 - FortiSOAR Administration
- NSE 7 - FortiSOAR Design and Development
- FortiSOAR Community

Deployment Options

FortiSOAR is available in various form factors ranging from customer-hosted on physical or virtual platforms to Cloud hosting in platforms such as Amazon AWS, Microsoft Azure, Google GCP, etc. In addition, FortiSOAR is available as a hosted offering wherein Fortinet hosts the FortiSOAR instance in FortiCloud for the customer.

Licensing Model

At the heart of it, FortiSOAR licensing is based on two aspects:

1. **User seats**: Can be named or concurrent (count of users that require to simultaneously log in to FortiSOAR at a given point in time).

2. **The number of FortiSOAR nodes**: Start with a single node and expand to more for HA/DR requirements or simply scale out.

FortiSOAR is available in both the Subscription Licensing (pay yearly cost including support) and the Perpetual Licensing (own the software, and pay support cost every year) models.
FortiSOAR is available in two editions:

1. **Enterprise**: Designed for accelerating self-managed SOC. Provides all the features except for the ones that are designed for handling tenants or multiple SOCs.

2. **Multi-Tenant**: Primarily designed for Managed Service Providers offering SOCaaS and/or Managed SOAR offerings. This model is also used by enterprises that have more than one SOC and who require a dedicated SOAR for each of their SOCs as well as require the ability to centrally manage all their SOCs.

**Training Services**

Fortinet offers courses geared towards the administration and design & development of FortiSOAR. Refer to the following for additional details on the respective courses:

1. **FortiSOAR Administrator**
2. **FortiSOAR Design and Development**

Apart from self-paced training, you can also procure lab access via a scheduled instructor-led training session, as well as vouchers for respective certifications.

Do not forget to leverage the **FortiSOAR User Community** for your day-to-day questions on various aspects of FortiSOAR.

**Professional Services**

Automation is a journey, and we recognize that you would need different levels of support during different phases of personalizing FortiSOAR for your organization:

1. **JumpStart Program**: This is typically a 10-15 days program that helps you set up FortiSOAR using standardized best practices and getting you started with FortiSOAR, enabling you to immediately realize the value of FortiSOAR.

2. **Scoped Engagements**: This is a customized SoW-based engagement for your tactical needs ranging from ad-hoc assistance hours to specific needs such as building modules, playbooks, integrations, etc.

3. **Resident Engineer Program**: This is a more strategic engagement to hire a dedicated SOAR engineer for a 6 to 12 months duration.

Refer to FortiSOAR Services Catalogue for additional information.

**Other Resources**

FortiSOAR Platform Documentation: [https://docs.fortinet.com/product/fortisoar](https://docs.fortinet.com/product/fortisoar)
FortiSOAR Content Hub: [https://fortisoar.contenthub.fortinet.com](https://fortisoar.contenthub.fortinet.com)
FortiSOAR Connectors List: [https://docs.fortinet.com/fortisoar/connectors](https://docs.fortinet.com/fortisoar/connectors)
FortiSOAR Public Github: [https://github.com/fortinet-fortisoar](https://github.com/fortinet-fortisoar)
## ORDER INFORMATION

### DEPLOYMENT OPTIONS AND LICENSING MODEL

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<td>FortiSOAR Multi Tenant Edition (Renewal)</td>
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<tr>
<td>Add Tenants on Master</td>
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<tr>
<td>Add Tenant as Dedicated SOAR Node (Single User Locked) - aka Dedicated Tenant Node</td>
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### SUPPORT SERVICES

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### PROFESSIONAL SERVICES

- Per Day Charge for Resource Service (SOW) $FP-10-00000-M08-00-00$
- Per Hour Charge for Service Delivered After-Hours/Weekend. Must order a minimum of 4 hours, and must use a minimum of 4 hours at a time $FP-PS001-HR$
- Custom Travel & Expenses for On Site Professional Services $FP-MISC-TE$
- 10/15 days JumpStart Programme and customised PS packages Ask for Quote based on specific requirements

### TRAINING SERVICES

- NSE 6 FortiSOAR Administration Training $FT-FSR-ADM$
- NSE 6 FortiSOAR Administration Exam Voucher $NSE-EX-SPL6$
- NSE 7 FortiSOAR Design & Development Training $FT-FSR-DEV$
- NSE 7 FortiSOAR Design & Development Lab Access $NSE-EX-CERT$
- NSE 7 FortiSOAR Design & Development Exam Voucher $NE-EX-CERT$

* A FortiCloud Premium Account License (FC-15-CLDPS-219-02-DD) is required to use the FortiSOAR Cloud service.
** Recommended FortiMonitor’s 25-pack Device/Server Subscription Solution Bundle. For more information, see the FortiMonitor Data Sheet.

### Sample BOQ

**Customer 1:**
An enterprise customer wants to host FortiSOAR within their premises. They need a perpetual license for 10 analysts along with 2 years of support. They also need training for developers along with a development instance for ongoing playbook and connector creation:
- LIC-FSRENT-2 (FortiSOAR Enterprise Edition with 2 seats included - Perpetual)
- LIC-FSRUAUL-8 (8 Additional User Seats)
- FC1-10-SRVMP-248-02-24 (FortiCare Premium Contract for FortiSOAR Enterprise Edition for 24 months)
- FT-FSR-DEV (NSE 7 FortiSOAR Design & Development Training)
If PS is needed, a quote from PS team can be requested.

**Customer 2:**
An MSSP customer wants to leverage FortiNet’s Hosted Option and needs a license for 10 analysts. They also need training for their developers:
- FC-10-SRCLD-386-02-DD (FortiSOAR Hosted Cloud Subscription - Enterprise Edition with 2 seats and support included)
- FC-15-CLDPS-219-02-DD (FortiCloud Premium Account License)
- FT-FSR-DEV (NSE 7 FortiSOAR Design & Development Training)
If PS is needed, a quote from PS team can be requested.
FREQUENTLY ASKED QUESTIONS

I need more than one node for creating a highly available environment. What all parts do I need to order?
Assuming that you need an enterprise edition in the Subscription mode with 10 user seats, you would order:
1. 2 Qty of FortiSOAR Enterprise node – this includes 2 user seats per node (additional node for HA)
2. 8 Qty of User Seats
3. Support

I need more information about Fortinet’s hosted deployment option. Refer to FortiCloud Datasheet: https://www.fortinet.com/content/dam/fortinet/assets/data-sheets/FortiCloud.pdf

I am not an MSSP; is there a scenario where the multi-tenant edition would be more beneficial for me?
Indeed! Some of our big customers leverage FortiSOAR’s Multi-Tenant edition for unifying their multi-SOC operations and embracing the diversity of how their SOCs are designed differently (different tools as well as different processes).

What does concurrent user mean? How does it benefit the customer?
FortiSOAR does not impose any restrictions on creating a user. Technically, your entire organization can log in to FortiSOAR. The only restriction is how many of them can log in at the same time (aka concurrently).
This model comes in handy for optimizing the number of user licenses you need. For example, let’s assume you have 2 admins and 30 analysts across 3 shifts. In this case, you could reduce the number of seats to 12 (2 reserved for admins and 10 floating amongst the analysts).

Do I need to buy a node for playbook/connector development work?
You can leverage the FortiSOAR Trial license for such dev/test work. The FortiSOAR Trial license is perpetually valid and allows 3 user accounts as well as 200 playbook actions every day.

Can I host FortiSOAR on Hypervisor or Cloud platform that is not listed above?
FortiSOAR has ready-made images available for VMware Hypervisor and Amazon AWS AMI. For any other physical, virtual, or cloud hosting you can install FortiSOAR on top of CentOS 7.x.

Is there any charge for using a connector?
FortiSOAR does not impose any charge on installing/using a connector. However please note that the target application (for example VirusTotal) might need you to procure their service/API, etc. for being consumed by the connector.

What are my options to build a new connector, or enhance an existing one?
Option 1 – FortiSOAR provides full IDE to build, test, and publish connectors. Leverage that to build a new or enhance an existing connector. You can also submit the one that you built to the FortiSOAR Community. See the instructions here: https://github.com/fortinet-fortisoar/how-tos

Option 2 – Request your Account Manager to create a task for FortiSOAR R&D to build the connector. The success of this option is dependent on various aspects, some of which are:
- Access/Availability of target application to Test
- Access/Availability of target application’s API
- Demand for the desired integration
Several such criteria would be applied by the FortiSOAR PM to decide the timeline of delivery for the requested integration

Option 3 – Leverage FortiSOAR Professional Services (PS) to quickly build the integration scoped to your needs. This option requires you to purchase PS and it is likely to have the fastest turnaround time. It is suitable if you urgently need an integration that is not on the store.