



FortiCare360 Premium Support & Critical Insights

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. The potential for breaches and the associated negative impacts they can have, are very real. Never before have organizations had to rely so heavily on the optimal performance of their network security devices and skilled personnel to protect critical corporate asset, the corporate reputation, and even the future viability of the organization.

FortiCare360 premium support service, 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. FortiCare360 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 for the contracted devices, along with best practice recommendations from specialized FortiCare360 engineers to insure optimal performance of these critical devices in supporting the protection of your network. Priority support treatment is also included, with service level agreements (SLA's) for Priority 1 and 2 severity issues, with rapid response times of 30 minutes or less, and additional SLA's for all other service and support needs.

FortiCare360 Provides:

1

Initial Setup - A FortiCare360 professional will guide the set-up of the FortiCare360 "Collector" software that will reside on a Virtual Machine that you choose or purchase from Fortinet. The FortiCare360 professional will also guide the configuring of the FortiGate and FortiWifi devices to enable collection of the relevant monitoring data.

2

Environmental & Performance Audits - A FortiCare360 professional will establish the baseline performance metrics associated with the devices in scope, and then establish the environmental and performance thresholds that will be monitored and reported every 30 days.

3

Personalized Monthly Audits & Priority Support - FortiCare360 professionals will review your personalized monthly audit results, highlight any areas of concern, and offer professional best practice advice for remediation of any critical issues. In addition, all P1 and P2 conditions will receive SLA's for a 30 minute response and with additional priority response time SLA's for P3 and P4 conditions.

Key Features and Benefits:

- 24x7 Priority Support
- Monthly Device Health & Performance Audits
- Proactive Prevention of Threats
- "Best Practice" Guidance
- Ongoing Device Monitoring & Optimization
- Maximized Efficiency of Network Elements
- Priority Response Time SLA's

Conclusion

FortiCare360 brings together industry leading support with professional advice for best practices in network and security operations. FortiCare360 allows you to actively monitor and manage your critical FortiGate and FortiWifi device health, performance, and environmental to prevent issues before they occur and to insure they are continually optimized for maximum performance. And, in the event you need support for your devices, Fortinet provides you with priority treatment with SLA's that guarantee all your needs are addressed with the highest level of attention and support.

For more information, please visit www.fortinet.com or make an appointment with your authorized Fortinet representative.