



FortiCare 360 PROACTIVE AND ADVANCED SUPPORT SERVICES

Never before have organizations had to rely so heavily on the optimal performance of their network security devices, and yet equipment failure accounts for 40% of network downtime. FortiCare 360 enables organizations to take a more proactive approach in the identification and prevention of potential risks, along with expert advice and priority support services should the need arise.

FortiCare 360 premium support service enables organizations to more rapidly detect and remediate real and potential device performance issues associated with their FortiGate and FortiWiFi security appliances. FortiCare 360 includes all the comprehensive benefits available with FortiCare 24x7 and greatly expands on those services with direct routing to Fortinet Advanced Services Engineers for support needs and enhanced service-level agreements (SLAs) for response. FortiCare 360 customers also receive environmental and performance monitoring with personalized monthly reports, along with best practice recommendations to ensure the ongoing optimal performance of these critical devices.

FortiCare 360 PROVIDES

1

FortiGate/FortiWiFi Proactive Monitoring

A FortiCare 360 engineering professional will guide the setup of the FortiCare 360 “Collector” software that will reside on a virtual machine that you choose, to enable collection and monitoring of the relevant performance and environmental data.

2

Reduce Technical Support Ticket Time with Data

Information is continually collected from monitored devices, data critical to initial ticket triage, understanding the baseline at which the device operates, and relevant changes impacting operation. Tickets are quicker to start and operational context helps focus efforts.

3

Personalized Monthly Reports with Premium Support

FortiCare 360 provides 24x7x365 support from Fortinet Advanced Services Engineers to ensure you have the right resource to quickly resolve any conditions associated with your covered devices. These same professionals will provide personalized monthly device reports, and offer industry best practice advice for remediation of any critical issues.

KEY FEATURES AND BENEFITS

- 24x7 Priority Support from Highly Skilled Advanced Services Engineers
- Monthly Device Health & Performance Reports
- Proactive Notification of Critical Conditions or Events
- Proactive Monitoring of Potential Performance Threats
- “Best Practice” Guidance
- Ongoing Device Monitoring & Optimization
- Maximized Efficiency of FortiGate & FortiWiFi Devices
- Priority SLAs for Response & Remediation

CONCLUSION

FortiCare 360 brings together industry-leading support with professional advice for best practices in network and security operations. FortiCare 360 allows you to proactively monitor and manage your critical FortiGate and FortiWiFi device health, performance, and environmentals to help prevent issues before they occur and to ensure they are continually optimized for maximum performance. And, in the event you need support for your devices, Fortinet provides you with priority treatment and SLAs that ensure your needs are addressed with the highest level of attention and support, from highly skilled Fortinet Advanced Services Engineers.

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