

FortiCare Advanced Services for Enterprise

Account-level Technical Support

Introduction

The critical services delivered by Fortinet capabilities require maximum uptime for smooth business operations. To achieve this, the most qualified people should be engaged to ensure superior security and network performance. With FortiCare Advanced Services, technical experts will work directly with your organization for accelerated issue resolution. In addition, our proactive care ensures an optimized Fortinet solution with designated account management and service delivery.

Tailored Support and Account Services



Fast-track Access To Technical Expertise

Accelerate incident resolution with enhanced SLAs and technical experts ready to help. Quickly track tickets and response times with specialized FortiCare dashboards. Enable in-house teams to become the experts through built-in NSE training and certification.



Maximize Impact With Advocates Who Know Your Business

Feel confident with customized care featuring named technical and service delivery managers. These designated resources manage the entire account and provide weekly status and quarterly service reviews. Flexible service points are available for complementary services such as after-hour cutovers or best-practice reviews.



Enhance Security With Tailored Guidance

Increase productivity and avoid incidents with configuration and operational reviews performed by designated resources. Confidently adopt new capabilities with account planning and upgrade assistance. Enterprises can also access root-cause analysis for critical technical incidents and malware analysis with advanced service options.



FortiCare Advanced Services are available for all Fortinet products with several options to align with every organization's unique business needs.

FortiCare Included Features	Per-device Support		Account-level Advanced Services			
	24x7 FortiCare	ASE FortiCare	Premium	Business	First	Global First
Phone/Chat/Web Support	24x7x365	24x7x365	24x7x365	24x7x365	24x7x365	24x7x365
Device-level Contract	✓	✓	–	–	–	–
Direct Access To ASE Team	–	✓	✓	Designated ASE	Lead TAM	3 Regional Lead TAMs
Enhanced Response SLA	–	✓	✓	✓	✓	✓
Quarterly Business Review	–	–	–	Biannual	Quarterly	Quarterly
Account Plan	–	–	✓	✓	✓	✓
Device Performance Advice	–	–	–	–	✓	✓
Device Configuration Advice	–	–	–	–	✓	✓
Root-cause Analysis	–	–	–	(P1)	(P1/P2)	(P1/P2)
Online Documentation	✓	✓	✓	✓	✓	✓
NSE 4 Training & Certification	–	–	3	3	5	15
NSE 5 Training & Certification	–	–	–	3	5	15
Advanced Services Points	–	–	–	6	16	48

Figure 1: FortiCare Advanced Services comparison.

FortiCare Advanced Services help firms meet business goals through the use of Fortinet technologies. The benefits range from accelerated time-to-value to maximizing employee productivity. We are here to empower in-house operations teams to achieve optimal security and performance.

