

SERVICE BRIEF

FortiCare Advanced Services for Service Providers

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. FortiCare Advanced Services for Service Providers delivers integrated support to sustain and optimize Fortinet appliances for communications and managed security providers. Technical experts work directly with organizations for accelerated issue resolution. In addition, our proactive care ensures an optimized Fortinet solution for service provider environments with designated account management and service relationship management.

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 the Business

Feel confident with customized care, featuring named technical and service relationship manager. 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.

Service providers face unique challenges and require specialized support and service delivery. FortiCare Advanced Services for Service Providers offers multiple levels of support to address these needs.

Select

The Select service offering delivers support excellence through fast-track access to technical experts. Service relationship management is also included to drive established business objectives, customize account planning, and report on service quality. Additional flexibility is provided via service points that can be used to access additional services, such as bug scrubs and upgrade assistance.



FortiCare Advanced Services is available for all Fortinet products with several options to align with the needs of service providers.



Elite

The Elite service level includes everything in the Select offering with additional entitlements for customized needs. A technical account manager (TAM), who is a certified engineer, is designated for the organization to collaborate with the team and use in-depth customer knowledge to enhance service delivery. The TAM provides best practices guidance, assistance to facilitate upgrade planning, and advanced notifications of critical incidents. Service relationship management is included to assure service delivery excellence and act as the voice of the customer within Fortinet support and service teams.

Global Elite

The Global Elite Advanced Services package is also available to extend the geographical coverage of the service. This service level provides a designated lead engineer per region covering EMEA, Americas, and Asia Pacific. The service features, as described in the Elite service level, are provided within each region with global coordination.

Advanced Services Included Features	Account-level Advanced Services for Service Providers		
	Select	Elite	Global Elite
Technical Support	24x7x365	24x7x365	24x7x365
Direct Access to ASE Team	✓	Lead TAM	Lead TAM
Enhanced Response SLA	✓	✓	✓
Business Review	-	Quarterly	Quarterly
Account Planning	✓	✓	✓
Performance / Configuration Advice	-	✓	✓
Designated Service Relationship Manager	✓	✓	✓
18-month Extended Firmware	-	✓	✓
Lab Testing	5 days	5 days	15 days
Upgrade Assistance	-	2 Products	6 Products
Root Cause Analysis	P1 / P2	P1 / P2	P1 / P2
NSE 4 Training & Certification	3	5	15
NSE 5 Training & Certification	3	5	15
Advanced Services Points	6	12	36

Figure 1: FortiCare Advanced Services for Service Providers comparison.

FortiCare Advanced Services helps service providers 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.



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