

SERVICE BRIEF

# FortiCare Advanced Support: Pro Plus and Pro Plus Global

## 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 technical experts should be engaged to ensure superior security and network performance. FortiCare Advanced Support Pro Plus delivers integrated support to sustain and optimize Fortinet appliances for our customers that manage and deliver mission-critical services. Technical experts work directly with organizations for accelerated issue resolution. In addition, our proactive care ensures an optimized Fortinet solution with a designated Technical Account Manager (TAM) and a Service Relationship Manager (SRM).

### Tailored Support and Account Services



#### Fast-track access to technical expertise

Accelerate incident resolution and quickly track tickets and response times with specialized FortiCare dashboards. Enable in-house teams to become the experts through custom webinar and a workshop, NSE training, and certification.



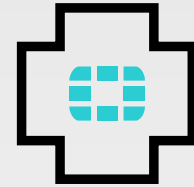
#### Maximize impact with advocates who know the business

Feel confident with customized care, featuring a named technical expert and a 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-hours 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 and service providers can also access root-cause analysis for critical technical incidents and malware analysis with advanced service points.



## FortiCare Advanced Support: Pro Plus and Pro Plus Global

deliver integrated support to sustain and optimize Fortinet appliances for our customers that manage and deliver mission-critical services.

The Pro Plus Advanced Support package includes customized care across accounts and covers all devices with active FortiCare service contracts. Highlights of the service include:

- **Technical Account Manager:** A designated Technical Account Manager will act as the primary technical interface and assist in resolving technical incidents, including technical escalations.<sup>1</sup>
- **Service Relationship Manager:** A designated Service Relationship Manager will be the single point of contact and act as the customer advocate within Fortinet to ensure services meet customers' business objectives.
- **Guided getting started:** Onboard new customers and provide with an overview of service deliverables.
- **Enhanced training:** Improve teams' capabilities with annual training package, including employee NSE Lab and Exam.
- **Custom workshop and webinar:** Design and deliver a custom knowledge-transfer workshop and webinar based on customer operational requirements, including hands-on lab exercises.
- **Success plan:** Analyze customers' technical and operational environment and provide service improvement plans.
- **Software upgrade assistance:** Provide software upgrade recommendations and assistance for Fortinet products.
- **Hardening check:** Recommend device configuration based on Fortinet best practices.
- **Device performance health check:** Analyze customers' network environment to ensure devices meet performance thresholds for optimal operation.
- **Lifecycle audit:** Analyze customers' network environment and highlight the hardware and software lifecycle status and any risk associated with the current status.
- **Periodic ticket review:** Conduct periodic calls to discuss open technical support tickets and on-going projects.
- **Quarterly and annual service review:** A quarterly operational service review (QSR) and an annual service review will be scheduled with the customer to review service tickets, health check observations and recommendations, inventory report, etc.
- **Asset management:** Provide recommendations and assist with the use of the support portal to manage assets and service contracts and ensure the HW/SW EOL lifecycle is clearly communicated.
- **Tailored Customer Service Bulletins and notifications:** Review Customer Service Bulletins and security notifications and tailor the recommendations to suit the customers' environment.
- **Critical incident management:** An assigned Service Relationship Manager (follow-the-sun model) will ensure P1 incidents are resolved in a timely manner using ITIL best practices.
- **Four-hour workaround SLA:** Take reasonable efforts to resolve the critical incident or provide a workaround within four hours.
- **18-month software troubleshooting:** Provide technical troubleshooting beyond end-of-support of Fortinet software for an additional 18-month period.
- **Root-cause analysis:** Perform root-cause analysis for critical issues upon request.
- **Service points:** Flexible service delivery with Advanced Support service points for remote after-hours assistance, product upgrade assistance, etc.

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

FortiCare Advanced Support helps 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.



		PRO PLUS	GLOBAL PRO PLUS
<b>Partnership</b>	Technical Account Manager	1 Region	3 Regions
	Service Relationship Manager	1 Region	1 Head Quarters
<b>Onboarding</b>	Guided Getting Started Program	●	●
<b>Education</b>	Number of Employee NSE Lab and Exam	14	14
	Knowledge Transfer	Custom Webinar and Workshop	Custom Webinar and Workshop
<b>Discovery and Planning</b>	Success Plan	●	●
	Software Upgrade Assistance	2	4
	Hardening Check <sup>2</sup>	●	●
	Device Performance Health Check <sup>2</sup>	●	●
	Lifecycle Audit	●	●
<b>Proactive Services</b>	Periodic Ticket Review	●	●
	Quarterly and Annual Service Review	●	●
	Asset Management	●	●
	Technical Security Bulletin and Notification	●	●
<b>Resolution and Troubleshooting</b>	Critical Incident Management	●	●
	4-Hour Workaround SLA (P1) <sup>3</sup>	●	●
	Designated Ticket Management	●	●
	Technical Escalation Management	●	●
	Root-cause Analysis (P1/P2)	●	●
	18-Month Software Troubleshooting	●	●
<b>Flexible Consumption</b>	Service Points <sup>4</sup>	30	40

**Order Information**

Pro Plus - Advanced Support Service	FP-10-PS001-714-02-12
Pro Plus Global - Advanced Support Service	FP-10-PS001-715-02-12

<sup>1</sup> Pro Plus Global service comes with three regional TAMs (EMEA, the Americas, and APAC).  
<sup>2</sup> Covers FortiGate only.  
<sup>3</sup> This option is only available to FortiCare ELITE customers. Security breach / software fault is not covered.  
<sup>4</sup> Service Points can be used to consume various Fortinet Services.

