

FortiCare Services

Technical Support and Services

Introduction

Fortinet is dedicated to helping our customers succeed, and every year FortiCare services help thousands of organizations get the most from their Fortinet Security Fabric solutions. We have more than 1,000 experts to help accelerate technology implementation, provide reliable assistance through advanced support, and offer proactive care to maximize security and performance of Fortinet deployments.

Expertise at Your Service



Hit the Ground Running With New Capabilities

Fast-track return on investment with streamlined deployment from experts. Fortinet consultants have multivendor experience and can help design a full solution, quickly migrate from legacy technologies, and adopt new capabilities. Offload operational tasks and technical incident management with our long-term dedicated resource services.



Get Expert Help Anytime

Maximize efficacy of your solution with 24x7 assistance from technical experts. For more advanced enterprise needs, accelerated incident resolution is available from professionals who know each customer's business. Additionally, ensure business continuity with premium RMA options including four-hour RMA and secure RMA services.



Enhance Security With Tailored Guidance

Increase productivity and avoid incidents with operational reviews by designated resources. Confidently adopt new capabilities with account planning and upgrade assistance. In addition, mitigate future incidents with analysis of critical technical incidents with advanced service options.



FortiCare services are available for all Fortinet products. We offer several options to address the unique needs of any organization.

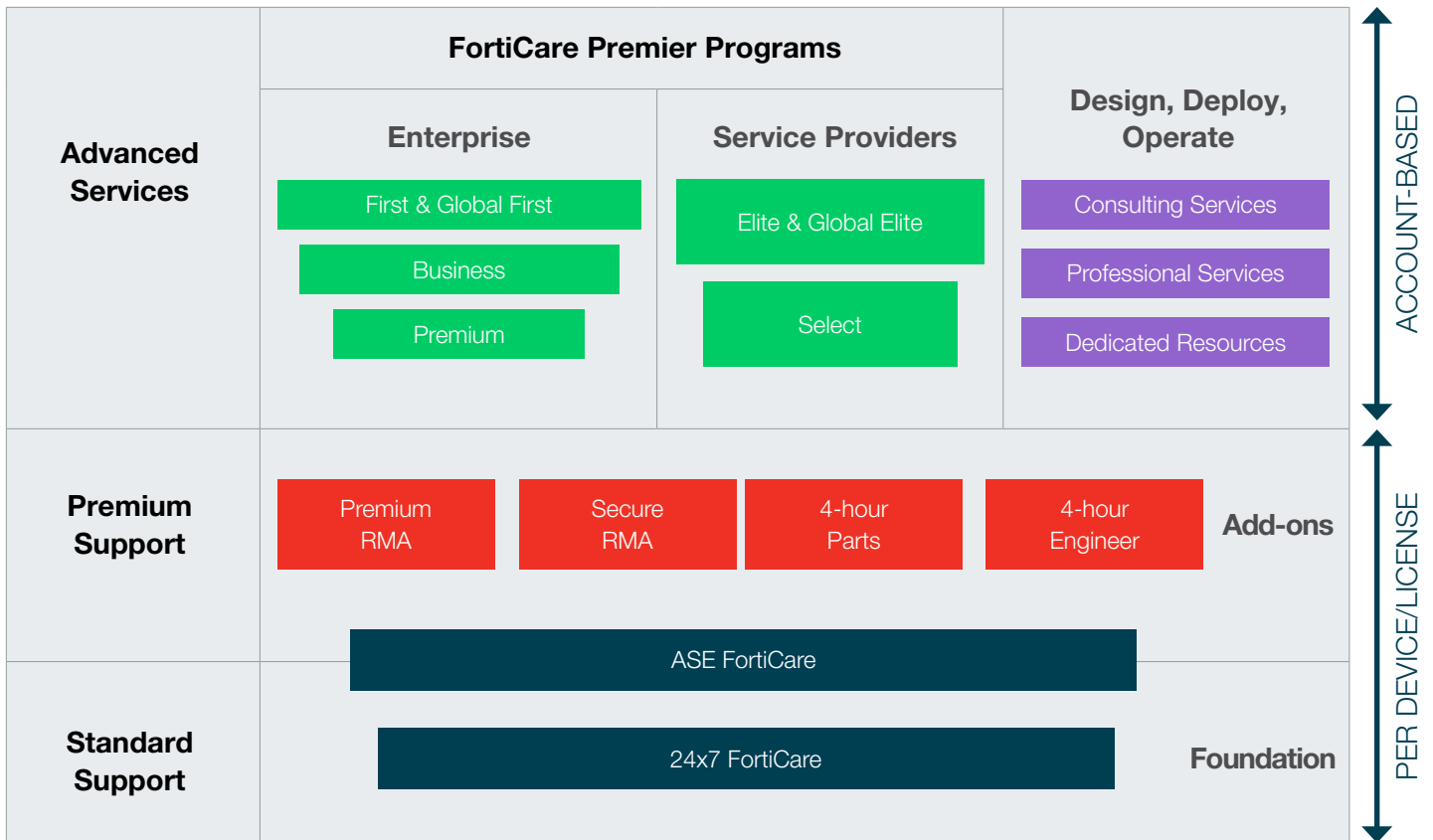


Figure 1: FortiCare technical support and service offerings.

FortiCare services help organizations meet business goals with Fortinet technologies. The benefits range from accelerated time-to-value to maximizing employee productivity. We are here to empower operations teams to succeed in achieving the optimal security and performance today's businesses require.