FORTINET

FortiCare Technical Support and RMA Services

Device-level Technical Support

Introduction

Organizations depend on Fortinet solutions to provide critical services. If any issues arise, they need to be addressed quickly to help ensure security and business continuity.

We provide FortiCare technical support and return merchandise authorization (RMA) services on a per-device basis for 24x7 support and timely issue resolution. FortiCare services cover the entire Fortinet Security Fabric, enabling a single source for support and troubleshooting. Flexible support options help organizations maximize uptime, security, and performance according to the unique needs of each business.

Advanced Services for Enterprise and Service Providers are also available for account-level support needs.

24x7 FortiCare Service

Technical support is delivered through our Global Technical Assistance Centers. Each geographical region has a Center of Expertise that is supplemented by regional support centers. This enables us to provide regional and local language support. Foundational FortiCare device-level support includes:

- Global toll-free numbers that are available 24x7
- Web chat for quick answers
- A support portal for ticket creation or to manage assets and life cycles
- Access to software updates and a standard next-business-day RMA service for the device

ASE FortiCare Service

For enhanced service-level agreements (SLAs) and accelerated issue resolution, we offer ASE FortiCare services. This advanced support offering provides access to a dedicated enterprise support team. Single-touch ticket handling by the ASE team streamlines resolution. ASE FortiCare services are available for FortiGate, FortiGate VM, or FortiWiFi appliances.

FortiCare Included Features	Per-device Support		Account-level Support
	24x7 FortiCare	**ASE FortiCare**	**Advanced Services**
Phone/Chat/Web Support	**24x7x365**	**24x7x365**	**24x7x365**
Device-level Contract	✓	✓	—
Direct Access To ASE Team	—	✓	✓
Enhanced Response SLA	—	✓	✓
Quarterly Business Review	—	—	✓
Account Plan	—	—	✓
Device Performance Advice	—	—	✓
Device Configuration Advice	—	—	✓
Root-cause Analysis	—	—	✓
Online Documentation	✓	✓	✓
NSE 4 Training & Certification	—	—	✓
NSE 5 Training & Certification	—	—	✓
Advanced Services Points	—	—	✓

Figure 1: FortiCare support services comparison.

Premium RMA Services

Fortinet technical support services are designed to prevent problems and help you recover quickly. Standard next-business-day RMA services are included with per-device support contracts. Premium RMA options are available across the portfolio for expedited replacement of defective hardware and secure RMA.

Premium RMA Options

- **Next-day delivery.** If the exchange is confirmed, a replacement part will be delivered by courier service and arrive the next day in accordance with the applicable country cutoff time.
- **4-hour courier.** A replacement part will be delivered on-site by a courier service.
- **4-hour courier with on-site engineer.** A replacement part will be delivered on-site by a courier service. An engineer will arrive separately, rack and cable the appliance, and leave with the defective part if requested.

Secure RMA

The Secure RMA service is designed for customers with strict requirements for protection of data within their physical environment. In general, Fortinet products store configuration information on solid-state media that are not field-replaceable. As a result, it is not possible to remove these items without invalidating the warranty. For maximum security, the Secure RMA service allows for the nonreturn of the defective hardware and therefore the protection of data within the customer's premises.

FortiCare RMA services are not available in all locations. Refer to the **FortiCompanion to RMA Services** and check with your Fortinet sales representative for details.

Self-service Resources

In addition to the FortiCare technical support offerings, self-service resources are available to help organizations successfully deploy, maintain, and operate Fortinet technologies. These resources include the knowledge base for tips, access to quick-start and video guides, and ways to connect with the global Fortinet community.

Knowledge Base http://kb.fortinet.com	Search the Knowledge Base to obtain detailed information. It is the central repository for technical notes and tips. The majority of the information is created by technical support teams.
Discussion Forums https://forum.fortinet.com	Post questions and share technical information with Fortinet users around the globe in technical discussion forums.
Product Documentation http://docs.fortinet.com	Access Fortinet product documentation, which includes admin guides, reference manuals, release notes, hardware manuals, and quick-start guides.
Video Guides http://video.fortinet.com	Become proficient in Fortinet technology with free learn-as-you-go videos.
FortiGuard Security Portal http://www.fortiguard.com	Get information on the latest internet threats, security advisories, hot bulletins, and malware through the encyclopedia. This database has more than 4 million records and provides access to the signature database.

Adequate Support Is Key To Smooth Operations

Extended downtime due to choosing inadequate support can be costly for businesses of all sizes. Organizations need to be sure the answers they need are easily and quickly accessible. At the same time, if a hardware replacement is required, the process must occur quickly. FortiCare Technical Support and Secure RMA maximize uptime, security, and performance

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