



# FortiCare™

The Right Support at the Right Level at the Right Time

## Foundational Support Plans

### FortiCare 24X7 Comprehensive Support

Customers who need round-the-clock access to mission critical support will find the 24x7 Comprehensive Support meets their requirements. In addition to online ticket access and chat, 24x7 includes telephone support at any time day or night. 24x7 also includes an advanced hardware replacement RMA benefit (next business day delivery) so that customers can sustain high levels of availability. Firmware updates to FortiOS are also included.

### FortiCare 8x5 Enhanced Support

Fortinet's FortiCare 8x5 Enhanced Support offering includes access to real-time ticket system, an interactive chat feature, and online technical documentation. Together, these options allow customers to have fast and easy access to the technical answers they need. Additionally, 8x5 enhanced support includes return and replace hardware support (3 days after Fortinet receives the defective unit). Enhanced support additionally provides firmware updates for FortiOS.

## Additional Options

The following options can be added to foundational support plans to meet your organization's requirements:

### FortiCare Premium Support

Fortinet Premium Support Services focus on several specific areas to enhance the value you receive: Proactive, Continuous Improvement and Collaboration. Our premium support delivers proactive service activity reporting, weekly, monthly or quarterly service reviews, dedicated support engineers and even on-site maintenance visits. Premium Support is offered in three packages: Premium Support, Premium Support Gold and Premium Support Global Gold.

### FortiCare Premium RMA

Fortinet offers a range of Premium RMA services designed to exceed the most demanding support requirements from Fortune 500/Global 500 companies. As a market leader in this sector Fortinet delivers the ideal solution for critical and time sensitive installations around the world. Both 8x5 Enhanced and 24x7 Comprehensive contracts can be upgraded to include one of the Premium RMA services: 4-Hour On-Site Engineer, 4-Hour Courier, and Next-Day Delivery.

## Professional Services

Many times companies have large projects or implementations that require expert technical resources to meet deadlines, and to effectively complete a Fortinet product implementation with minimal issues. Fortinet Professional Services are designed to ensure timely and expert delivery of individual customer projects and may be engaged at any time throughout the project life cycle. Fortinet Professional Services consultants are available at a per-day rate according to a predefined schedule and a statement of work defining clear deliverables.

## DATASHEET



## FortiCare Product Support and Maintenance Services

The Fortinet FortiCare Support Service provides technical assistance for all Fortinet products. These include FortiGuard Analysis and Management Service (FAMS), FortiAnalyzer, FortiClient, FortiDB, FortiGate, FortiMail, FortiManager, FortiScan, and FortiWeb. Customer satisfaction and responsiveness is Fortinet's number one priority. With FortiCare Support, customers can rest assured that their Fortinet security products are performing optimally and protecting their corporate assets.

Fortinet's Regional Technical Assistance Centers provide global coverage. Fortinet offers end-users multiple options for FortiCare contracts so that end-users can obtain the right level of support for their organization's needs. Attractively priced options start with either of two foundational programs: 24x7 Comprehensive support with advanced hardware replacement and 8x5 Enhanced support with return for hardware replacement. Additional options can be added that include Premium Support with technical account management and Premium RMA support with enhanced service levels. All FortiCare programs are augmented with the latest support tools so that end-users can communicate online, open and manage support tickets, and search Fortinet's growing knowledge base of expert-level advice and information.

Additionally, Fortinet Professional Services can be engaged for projects with critical deadlines, initial deployments, or large projects.

## Standard FortiCare SLA

Case Priority	Initial Response	Reporting Interval	Fortinet Notifications
P1	< 1 hour	Every 6 hours	TAC Manager- immediately VP Customer Support - 6 hours VP Sales - 12 hours Fortinet CEO - 24 hours
P2	< 1 hour	Daily	TAC Manager- immediately VP Customer Support - 1 business day VP Sales - 2 business days Fortinet CEO - 1 week
P3	Next business day	Every 3 business days	TAC Manager- 1 week Regional Sales Director - 1 month
P4	Next 2 business days	Weekly	TAC Manager- 2 weeks Regional Sales Director - 3 months

## Premium FortiCare SLA

Case Priority	Initial Response	Reporting Interval	Fortinet Notifications
P1	< 15 minutes	Every 3 hours	TAC Manager- immediately VP Customer Support - 3 hours VP Sales - 6 hours Fortinet CEO - 12 hours
P2	< 15 minutes	Twice daily	TAC Manager- immediately VP Customer Support - 4 hours VP Sales - 1 business day Fortinet CEO - 2 business days
P3	Same Day (16:00 cut off)	Every day	TAC Manager- 3 business days Regional Sales Director - 2 weeks
P4	Next business day	Every 3 days	TAC Manager- 1 week Regional Sales Director - 6 weeks

### Priority 1: Critical

Network or system is down causing customers to experience a total loss of service. Continuous or frequent instabilities affecting traffic-handling capability on a significant portion of the network. Loss of connectivity or isolation to a significant portion of the network. Creation of a hazard or an emergency.

### Priority 2: Major

Network or system event causing intermittent impact to end customers. Loss of redundancy. Loss of routine administrative or diagnostic capability. Inability to deploy a key feature or function. Partial loss of service due to a failed hardware component.

### Priority 3: Medium

Network event causing only limited impact to end customers. Issues seen in a test or pre-production environment that would normally cause adverse impact to a production network. Time sensitive information requests. Successful workaround in place for a higher priority issue.

### Priority 4: Minor

Cases involving minor defects to Product, documentation or service, or information requests, or configuration assistance.

## FortiCare Support At Your Service

By prioritizing Fortinet resources based upon customer business impact, Fortinet ensures that cases are quickly resolved within the set of expectations defined by the FortiCare service level agreement (SLA).

- Priority is an agreement between you and Fortinet
- Priority is aligned with business impact rather than with any specific technical feature or capability
- Initial response, reporting interval and notification schedule are determined by the current Case Priority.

## Online Tools and Resources

- Product Registration: Your Fortinet Reseller can help you register large quantities of products in batch and individual products can be registered online at [support.fortinet.com](http://support.fortinet.com)
- FortiCare Support Portal: The FortiCare Support Portal is available 24x7x365 at [support.fortinet.com](http://support.fortinet.com). Tickets are worked according to the contracted service level. Online chat is available during contracted service hours. In the rare situation of a Priority 1 event, end-users or partners should contact Fortinet by phone.
- Knowledge Base: Hundreds of articles with expert advice, "how to" instructions, and self-service troubleshooting guides are available 24x7x365 at [kb.fortinet.com](http://kb.fortinet.com)



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