



FortiCare Services

Fortinet offers a comprehensive service portfolio designed to get customers up and running quickly, to expedite escalations, and to provide expert consultation and professional services based on the unique customer deployment combined with industry best practices. This ordering guide is a quick reference to the most commonly selected support services for enterprise customers:

- **Product Support:** dedicated support for each product or service offered in different levels depending on enterprise SLA needs:
 - **Premium:** dedicated 24×7×365 support for each product and service.
 - **Elite:** premium plus higher SLA and extended end of support (EEoS). Includes support for proactive insights and recommendations within the FortiCare Elite portal.
- **Professional Services:** fixed scope engagements aligned to common best practice deployments and designed to speed adoption and streamline day-one experience. You can use these services for:
 - **Presales Consulting:** dedicated expert teams designed to help customers planning advanced or unfamiliar projects such as SOC readiness, cloud adoption, and so on.
 - **Post-sales Implementation:** dedicated resources to assist in initial deployments, migrations, upgrades, and other scoped tasks.
- **Advanced Support:** dedicated advanced support teams deliver these services, which include technical and business components. Services include lifecycle management and planning, proactive reviews, quarterly business reviews (QBR), best practice adoption, and service points for a customized experience.

CUSTOMER SUCCESS			
	PRODUCT SUPPORT	Advanced Support	Professional Services
Focus Area	Technical support	Proactive business and technical alignment	Onboarding and rapid adoption
Service Delivery	24×7 follow the sun, plus options for premium response, automated alerts, and EEoS	Dedicated advanced support teams deliver ongoing management of lifecycle planning and escalations	Fixed scope engagements for common use cases
Applies to	All products	FortiCare account level	Supported use cases

To meet customers’ high availability and data security needs, Fortinet offers the following per device add-on services:

- **Priority Return Merchandise Authorization (PRMA):** three service options are available for when the customer needs delivery assurance. With inventory held in-country for next calendar day delivery and locally for four-hour delivery, customers can feel confident that parts arrive on schedule.
- **Secure RMA (SRMA):** releases the customer from the responsibility of returning the faulty unit and allows for self-managed disposal.

Product Support

Dedicated support for each product or service offered in different levels depending on enterprise SLA requirements.

PRODUCT SUPPORT		
	ELITE	PREMIUM
Focus Area	Technical support for product- or service-related issues	
Delivery Model	Globally distributed technical assistance centers	
Service Delivery*		
Service Engagement	24×7 follow the sun plus enhanced response times and automated alerts	24×7 follow the sun
P1-P2 Escalations (Telephone Support)	15 minutes	1 hour
P3 Escalations (Web Support)	2 hours	Next business day
Operations Integration Points		
FortiCare Asset Portal	✓	✓
Technical Escalation (Phone and Web)	✓	✓
EEOs**	✓	
FortiCare Elite Portal	✓	
Automated Monitoring and Alerts	✓	
Security Rating Hygiene Recommendations	✓	
FortiGuard Service Updates		
Application Control, Botnet/C2, GeolP, TrustedCert, and so on***	✓	✓

* Elite available for supported product lines only (table reflects FortiGate).

** EEOs is only available on designated Long Term Support (LTS) releases.

*** See the [FortiGuard Ordering Guide](#) for full details.

Order Lifecycle

New Orders - Bundles

All bundles (hardware or service) include PREMIUM support by default. You can upgrade all bundles to ELITE support using the following upgrade SKU:

- **Elite Add-on:** FC-10-F100F-204-02-DD

New Orders - A la Carte

When ordering each component separately, you can directly purchase the Elite service level with the following SKU:

- **Elite "a la carte" SKU:** FC-10-F100F-284-02-DD

Existing Customers - Upgrade to Elite

Existing customers can upgrade to Elite service level by using the co-term SKU:

- **Elite Upgrade:** FCZ-10-F100F-204-02-DD

See Also

For small business deployments:

- **FortiCare Essentials:** designed for price-sensitive deployments and includes web-based support only. See the datasheet for information.



RMA

FortiCare Premium and FortiCare Elite per-device support contracts include standard next business day delivery RMA where Fortinet uses commercially reasonable efforts to attempt to deliver the new unit on the next business day.

PRMA offers the following service levels as an add-on option for a device that is on a FortiCare Premium or FortiCare Elite contract:

- **4-hour Hardware and Onsite Engineer (4HR-E)**: replacement part and engineer arrive onsite within the 4-hour SLA. They may not arrive together. An engineer racks and cables the appliance and leaves with the defective part if requested.
- **4-hour Hardware Delivery (4HR)**: courier service delivers the replacement part onsite.
- **Next Calendar Day (NCD)**: courier service delivers a replacement part to arrive on the next calendar day if the exchange is confirmed in accordance with the applicable country cutoff time.

PRMA services are not available in all locations. See the FortiCompanion to RMA Services.

SRMA service allows for the nonreturn of the defective hardware and as such offers the protection of data within the customer's premises.

The service is available as an add-on per device for all FortiCare levels per device contract and PRMA contracts.

Both PRMA and SRMA are available in 1-, 3-, or 5-year contracts.

Order Lifecycle

New Orders

PRMA add-ons require that you first register an active FortiCare Premium or FortiCare Elite license on the device:

- **Next Calendar Day Delivery Add-on**: FC-10-F100F-210-02-DD
- **4-hour Hardware Delivery**: FC-10-F100F-211-02-DD
- **4-hour Hardware and Onsite Engineer Add-on**: FC-10-F100F-212-02-DD
- **Elite A La Carte**: FC-10-F100F-284-02-DD

Multiyear

All PRMA services are available with 3- and 5-year SKUs to simplify registration.

- **3-year Next Calendar Day Delivery**: FC-10-F100F-210-02-36



Advanced Support

Dedicated advanced support teams deliver these services, which include technical and business components. Services include lifecycle management and planning, proactive reviews, QBRs, best practice adoption, and service points for a customized experience.

- **Core:** Technical Support response continuity through designated and skilled resources.
- **Pro:** proactive collaboration surrounding Technical Support through assigned Technical Account Manager (TAM) focused on a consistent response and a focal point for the customer's technical objectives.
- **Pro Plus:** addition of a Service Relationship Manager (SRM) to the TAM to facilitate and drive a customer success outcome for larger or more complex enterprise environments, reducing customer effort and promoting continuous improvement.

ADVANCED SUPPORT			
	PRO PLUS	pro	core
Direct Touch Engagement	Advanced Tech + Business	Advanced Tech	Tech
Service Points Included	30	16	6
Resource Alignment			
Teamed ASE Ticket Handling	✓	✓	✓ (Designated ASE)
TAM	✓	✓	
SRM	✓		
Personalized Support Experience			
Escalation Matrix Management	✓	✓	✓
Extended Troubleshooting Support (18 months)	✓	✓	
Configuration Hardening Check	✓	✓	
Success Plan Development	✓		
Critical Incident Management	✓		
Lifecycle and Vulnerability Management			
PSIRT Vulnerability Notification	✓ Advanced Notice	✓ Advanced Notice	✓
Lifecycle Status Tracking	✓	✓	
Lifecycle Audit	✓		
Reporting			
Case Management Reviews	✓	✓	
Quarterly Reporting	✓ Attended	✓ Attended	
Training and Skills Development			
Training Access	✓ 14 delegates	✓ 10 delegates	✓ 6 delegates

Order Lifecycle

New Orders

Direct purchase each tier using single SKU:

- **Pro Plus:** FP-10-PS001-714-02-12
- **Pro:** FP-10-PS001-712-02-12
- **Core:** FP-10-PS001-711-02-12

Add-Ons

- **SRM Add-on** (Pro or Core): FP-10-PS001-707-02-12
- **Add 10 Service Points:** LIC-AS-10

Pro and Pro Plus are available as global options where a TAM is assigned within each region.



Advanced Support - Service Catalog

SERVICE	DESCRIPTION
Remote After Hours Assistance	Provides customer with remote after-hours assistance for a maximum duration of four hours during network changes.
Software Upgrade Assistance	Consists of the testing of a target Fortinet software release against the customer's communicated configuration within laboratory conditions and the provisioning of a test report on the outcome.
Software Upgrade Recommendation with Bug Scrub	Fortinet performs an assessment of a target Fortinet software release against the customer's technical environment for the purpose of addressing known bug-related issues.
Software Best Practice	Consists of the delivery of a report outlining a best practice recommendation for a specific feature.
Onsite Business One-day Visit	The purpose of this service option is to enable one AS resource for an onsite visit to discuss support topics like quarterly or annual business review, support with simple troubleshooting, presentation of an existing best practice recommendation, and open discussion on planned activities.
Knowledge Transfer - Custom Webinar	Provides a one-time webinar, which consists of a remote session delivered in English where one feature is explained based on the customer's configuration. The webinar is also supplemented with best practice troubleshooting steps for commonly seen issues.
Knowledge Transfer - Custom Workshop	Provides a one-time knowledge transfer custom workshop with hands-on troubleshooting (maximum of three users) based on a reasonable number of product features or use cases that the customer provides.
Configuration Hardening Check	Provides a report that covers the FortiGate products deployed on customer network, highlighting the best practices and recommendations to apply to the product to harden and improve device security.
Device Performance Health Check	Provides a report that covers a standalone FortiGate or a cluster of FortiGate devices deployed on customer network with recommendations to optimize usage.
Lifecycle Audit	Provides visibility of customer network condition by accessing the system data to generate report of Fortinet hardware and software lifecycle status, the features, and bug tracker report.
Customer Readiness Testing (CRT)	Focused on testing specific customer scenarios and deployments using Fortinet products under specific configuration and loading conditions.

* Catalog items available at any time are displayed in, may depend on underlying services, and are amended from time to time at Fortinet's sole discretion. The ordering guide provides only an indication of what may be available. You can consume the above services using Advanced Support service points.

Service Catalog for Advanced Support Service

Order an Advanced Support 12-month subscription service and add on service points in blocks of ten as needed using the Ten Service Points for AS Services SKU (LIC-AS-10).



Professional Services

Professional Services enable customers to engage with a dedicated team of engineers who routinely deploy best practice configurations across a wide variety of customer-driven use cases. The team provides consultation and guidance and can assist with hands-on configuration as required.

Professional Services offer simple and streamlined options that you can schedule when needed.

USE CASE	SUMMARY	HOW TO BUY
Configuration Migration and Deployment		
FortiConverter Service	Assistance to convert an existing FortiGate configuration to a new version and/or hardware model, engaged via Customer Support ticket process.	Subscription service (per-model)
NGFW QuickStart	Professional Service-based package providing direct touch consultation and customization of a base NGFW configuration or best practice for the initial deployment.	Dedicated SKU based on FortiGate platform range
FortiSOAR QuickStart	FortiSOAR deployment quickstart service.	FP-10-QSSOAR-DP1-00-00
FortiNAC QuickStart	FortiNAC standard deployment quickstart service.	FP-10-QSFNAC-DP1-00-00
	FortiNAC advanced deployment quickstart service.	FP-10-QSFNAC-DP2-00-00
SD-WAN QuickStart	SD-WAN deployment quickstart service. Standalone site.	FP-10-QSSDWAN-DP1-00-00
	SD-WAN deployment quickstart service. Hub and spokes (single DC).	FP-10-QSSDWAN-DP2-00-00
	SD-WAN deployment quickstart service. Hub and spoke with ZTP (single DC).	FP-10-QSSDWAN-DP3-00-00
FortiMail Cloud QuickStart	FortiMail Cloud deployment quickstart service.	FP-10-PS001-765-01-03
Lacework FortiCNAPP QuickStart	Rapid CNAPP production onboarding with low-touch guidance for two months engagement.	FP-10-QSCNAPP-DP1-00-02
	Thorough CNAPP production onboarding with high-touch guidance for three months engagement.	FP-10-QSCNAPP-DP3-00-03
Configuration Review Service	Defined offering to ensure the customer's configuration is optimized for performance and security.	Daily
Design Workshop Service	Collaborative workshop to help the customer seamlessly integrate new Fortinet solutions.	
New Feature Introduction Service	Designed to help the customer effectively configure and adopt new features and functionalities.	
Upgrade Plan Service	Helps the customer seamlessly upgrade and transition to new hardware or firmware.	
Best Practice Consultation (BPS)		
FortiClient	Consultation service for initial setup and best practice deployment of endpoint agents. Proper setup is crucial for security effectiveness plus system outage avoidance or SOC overload. See the FortiClient Ordering Guide .	Range SKU based on number of endpoints
FortiEDR	Consultation service for initial setup and best practice deployment of endpoint agents. Proper setup is crucial for security effectiveness plus system outage avoidance or SOC overload. See the FortiEDR Ordering Guide .	
FortiMonitor	Consultation service for initial setup and best practice deployment of endpoint agents. Proper setup is crucial for security effectiveness plus system outage avoidance or SOC overload. See the FortiMonitor Ordering Guide .	
Targeted Engagements		
Presales Consulting		
Cloud Resource Engineers	Dedicated projects for public clouds (AWS, Azure, Google, and Oracle)	Term engagements (full- and part-time)
Solution Architect Consultancy Service	Per-day solution architect consultancy engagement to document, design, and deliver security architecture improvements per agreed scope.	Daily
Cloud Architecture	Remotely assist the customer with architecture and infrastructure operations expertise in public cloud environments including connectivity, security, and networking elements combined with the effective use of Fortinet products throughout their lifecycle within such environments.	Daily/term engagement (full-time)
Postsales Implementation		
Designated Engineers	Dedicated resources. Can be onsite, remote, part-time, or security-cleared (full- or part-time).	Term engagements (full- and part-time)
Professional Services	Custom engagements based on Statement of Work (SoW).	Daily
Service Catalog*		
Incident Response Services	Dedicated projects for post-exploitation investigation, patient-0 discovery, recovery planning, and so on.	Hourly
Incident Response Readiness Assessment	Assessment done through key stakeholder interviews and document reviews. This assessment's goal is to strengthen an organization's overall ability to respond efficiently and effectively to an unexpected cyber incident and help prioritize cybersecurity actions and investments.	Activity-based service points
Service Catalog*		
Cyber Security Tabletop Exercise	Tests the organization's incident response plan and assist in identifying security gaps in cybersecurity or processes. The FortiGuard Incident Response Team designs and delivers this exercise based on experiences they have encountered during various incident response engagements.	Hourly
Incident Response Playbook Development	Assist with incident response playbook development. An incident response playbook is a step-by-step guide organizations use in the event of an impactful cybersecurity incident on the network based on the most probable events.	
SOC Assessment	Evaluate, help optimize, and mature the SecOps and SOC functions for greatest enterprise risk reduction and continuous improvement. Measuring the coherence of the structure, visibility, response readiness and long term plan for the function, the services provide an objective, realistic set of recommendations custom to the organization.	Activity-based service points
Ransomware Readiness Assessment	Organized according to the NIST Cybersecurity Framework (CSF), focusing on the controls and capabilities most relevant to ransomware tools, techniques, and procedures (TTPs).	



Professional Services

USE CASE	SUMMARY	HOW TO BUY
Compromise Assessment	Designed to identify hidden but active cyber threats in customer's enterprise environment. It provides detailed threat hunting in customer infrastructure to discover the anomalies that could be signs of a past or ongoing compromise.	Hourly
Active Directory (AD) Security Assessment	Reviews several key areas related to running and configuring an Identity & Access Management program using AD.	
Vulnerability Assessment	Designed to identify known vulnerabilities within information systems or services. With this assessment, you will understand the known vulnerabilities within your organization's internal and external networks and applications.	
Penetration Test	Specialized assessment our team conducts on networks, systems, and applications to identify unknown vulnerabilities that an adversary could exploit.	

* The online service catalog displays catalog items available at any time. This may depend upon underlying services, and items are amended from time to time at Fortinet's sole discretion. The ordering guide provides only an indication of what may be available.

Configuration Migration

Following SKU types are available:

- **FortiConverter Service** - dedicated SKU for your FortiGate model (example for FG-100F: **FC-10-F100F-189-02-DD**)
- **NGFW Professional Service** - order PS SKU based on FortiGate range
 - **FP-10-QSNGFW-DP1-00-00** (FortiGate-90-series and below)
 - **FP-10-QSNGFW-DP2-00-00** (FortiGate-100-series to FortiGate-900-series)
 - **FP-10-QSNGFW-DP3-00-00** (FortiGate-1000-series to FortiGate-2600-series)
- **FortiSOAR Deployment QuickStart Service:** **FP-10-QSSOAR-DP1-00-00**
- **FortiNAC Deployment QuickStart Service:**
 - **Standard:** **FP-10-QSFNAC-DP1-00-00**
 - **Advanced:** **FP-10-QSFNAC-DP2-00-00**
- **SD-WAN Deployment QuickStart Service:**
 - **Standalone:** **FP-10-QSSDWAN-DP1-00-00**
 - **Hub and spoke (single DC):** **FP-10-QSSDWAN-DP2-00-00**
 - **Hub and spoke with ZTP (single DC):** **FP-10-QSSDWAN-DP3-00-00**
- **FortiMail Cloud Deployment QuickStart Service:** **FP-10-PS001-765-01-03**
- **Lacework FortiCNAPP Deployment QuickStart Service:**
 - **Standard:** **FP-10-QSCNAPP-DP1-00-02**
 - **Enterprise:** **FP-10-QSCNAPP-DP3-00-03**

BPS

For streamlined onboarding and endpoint setup, see the ONBOARDING section of each product Ordering Guide - [FortiClient](#), [FortiEDR](#), and [FortiMonitor](#).

Targeted Engagements

Order based on the term of engagement and number of days per week needed:

- **Solution Architect Consultancy Service:** **FP-10-PS001-831-01-01** (per-day SOW).
- **Dedicated Engineers:**
 - **Onsite:** **FP-10-PS001-923-02-12**
 - **Remote:** **FP-10-PS001-802-02-12**
 - **Remote Part-time Two Days per Week:** **FP2-10-PS001-802-02-12**
 - **Remote Part-time Three Days Per Week:** **FP3-10-PS001-802-02-12**

Service Catalog for Incident Response Service

Order the 12-month subscription service (**FP-10-IR001-709-02-12**).

The following hourly response SKUs are available:

- **Digital Forensics and Incident Response consulting services - hourly:** **FP-10-IR-FRNSCS**
- **Incident Response Proactive Consulting Services - hourly:** **FP-10-IR-PROACTIVE**

Add on service points in ten as needed using the Ten Service Point for IR Services SKU (**LIC-IR-10**).

