

# FortiCare Support and Operational Services

## Helping Organizations to Deploy Quickly and Maintain Momentum Over Time

### Executive Summary

Organizations that purchase Fortinet Security Fabric solutions seek an integrated, automated approach to network security. However, operational teams face challenges when deploying any new technology, and the complexities of today’s enterprise networks make it increasingly important to architect and configure security solutions correctly. FortiCare Support and Operational Services help companies successfully accomplish their initial and ongoing objectives by offering a flexible set of support and operational offerings that meet the needs of any organization—from the smallest to the largest.


FortiCare Services support the entire Fortinet Security Fabric, resulting in multidisciplinary support and a single source for troubleshooting. FortiCare services, coupled with deployment support from Fortinet Professional Services, helps organizations achieve security and operational efficiency goals more quickly after deployment and set up the operational team for ongoing success.

Organizations that elect to invest in Fortinet Security Fabric solutions have made the strategic decision to take a holistic, integrated approach to protecting their critical assets while optimizing operational efficiency. But as with any new technology, the way the deployment is planned and executed is critical to the ultimate success of the project.

### Challenges in Achieving Meaningful Outcomes

A number of challenges confront companies as they plan their Fortinet deployment:

- 1. The need to hit the ground running.** Executive management and the finance team expect their investments to pay quick dividends, the CISO wants to report an improved security posture as soon as possible, and the risk management team wants timely alignment with its priorities. As a result, achieving quick wins out of the gate can help establish momentum for the project and ensure its success over time.
- 2. The need to equip network and security technical teams.** If an organization is new to Fortinet technology, it is likely that there is little expertise with the platform among existing team members, and the cybersecurity skills shortage<sup>2</sup> means that hiring new staff is difficult and expensive. This means that existing staff members must be trained—including those who might play a backup role with the technology. Over time, the team needs to increase its proficiency in order for planned operational efficiencies to be realized.
- 3. The need for a programmatic approach to complex and sophisticated operations.** The team must establish best practices and maintenance routines that align with organizational priorities. At the same time, they must keep pace with environmental changes in the organization’s infrastructure and tackle internal corporate and industrial compliance.



A recent estimate pegs the average cost of downtime at \$100,000 per hour.<sup>1</sup>

### FortiCare Services: Flexible Options for Each Organization’s Needs

To address these challenges, just as they are diligent about solution selection, organizations need to be strategic about how and when they engage support and operational services. Fortinet partners with its customers to create a plan that meets their specific business needs with a flexible menu of options. Customers can also elect to overlay FortiCare services with deployment and operational assistance from Fortinet Professional Services (see Figure 1).

For **business operators**, FortiCare services can be customized according to an organization’s unique business needs, its tolerance for downtime, and whether a particular piece of hardware is protecting business-critical assets. And to protect an entire enterprise, FortiCare services can be purchased as an Enterprise Support Agreement. This enables in-house team members to spend their time in strategic pursuits rather than in reactive troubleshooting.

For **communications, security, and managed services providers**, FortiCare services enable a comprehensive go-to-market strategy for their customers that are protected by Fortinet solutions. Dedicated staff members are available to learn the provider’s infrastructure—and its customer base—enabling the most effective and timely support.

FortiCare services include:

- **On-demand and Premium Support.** This includes the ASE FortiCare service (Advanced Support Engineer), which provides direct access to the best support resources. Premium RMA services provide expedited delivery and optional onsite assistance when hardware needs to be replaced. And the Fortinet Secure RMA service supports customers that cannot return replaced hardware due to physical data protection requirements.
- **Active Support and Direct Engagement.** Customers can leverage multiple levels of personalized engagement, often with designated experts who get to know the customer’s infrastructure. These services provide enhanced services such as detailed recommendations on best practices, training for team members, and regular reviews of results.
- **Fortinet Professional Services.** Expert engineers on the Professional Services team can provide a customized engagement that includes service design, transition, and operational services for Fortinet solutions. Deployment assistance can range from full quick-start deployment services to architectural design to migration assistance. Operational services include health checks, knowledge transfer, and process definition.

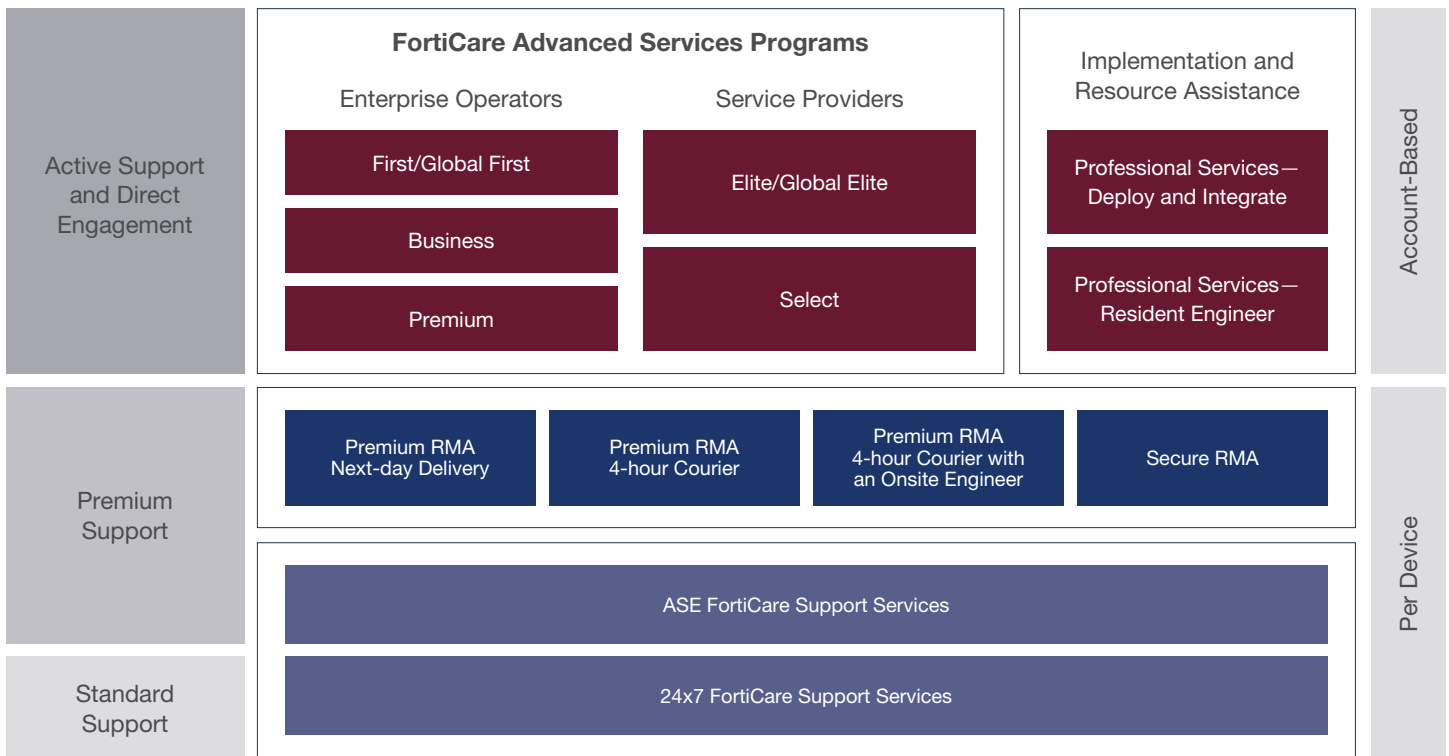


Figure 1: Overview of FortiCare Support and Operational Services.

## Supporting Key Use Cases

FortiCare services are flexible and can be combined with Fortinet Professional Services to meet the needs of businesses and service providers of all sizes. Following are the services we recommend for several common use cases:

### 1. Small Businesses

**Small businesses** with fewer than 50 employees and only a few sites, and that rely on their IT infrastructure to conduct client transactions. For these clients, outages result in lost business because the entire site is unable to process transactions.

#### Key FortiCare Solutions:

- 24x7 FortiCare Support
- FortiCare Premium RMA: Next-day Delivery
- Professional Services: Quick-start Implementation

#### Consequences of Inadequate Support:

Inability to access FortiCare support resources when needed and a standard hardware replacement when urgently needed.

### 2. Midsize Businesses

**Midsize businesses** with fewer than 1,000 employees, a few locations, and business-to-business commerce. For these clients, downtime is measured in hours and outages impact employee productivity and customer deliverables.

#### Key FortiCare Solutions:

- ASE FortiCare
- FortiCare Premium RMA: 4-hour Courier
- Advanced Services: Business Service
- Professional Services: Configuration Transfer, Policy Design, Redundancy

#### Consequences of Inadequate Support:

Potentially longer downtime costing thousands of dollars and impact to brand value and perception.

### 3. Large Organizations

**Large organizations** with fewer than 5,000 employees, less than 100 sites, and critical business-to-business transactions. For these organizations, downtime is measured in seconds and outages can have a severe impact on a department or site.

#### Key FortiCare Solutions:

- Enterprise Support Agreement
- FortiCare Premium RMA: 4-hour Courier with an Onsite Engineer
- Advanced Services: First Service
- Professional Services: Knowledge Transfer, Integration, Continuity Planning

#### Consequences of Inadequate Support:

Unnecessary operational impacts from lack of pre-planning, missing organizationwide state of operations, and not realizing original objectives.

### 4. Cloud Service Providers or Large Enterprises

**Cloud service providers or large enterprises** with Fortinet technology used for internal operations. For these organizations, downtime is measured in seconds and outages impact multiple business units.

#### Key FortiCare Solutions:

- FortiCare ASE
- FortiCare Premium RMA: 4-hour Courier with an Onsite Engineer
- Advanced Services: Elite or First Service
- Professional Services: Automation, Dynamic Routing, Authentication

#### Consequences of Inadequate Support:

Manual integration, change, and incident response processes resulting in more staffing hours and inconsistent applications.

## 5. Service Providers

**Service providers** using Fortinet technologies to bring services to market. For these organizations, their downtime is measured according to contractual service-level agreements (SLAs), and outages can affect multiple customers.

## Key FortiCare Solutions:

- FortiCare ASE
- FortiCare Premium RMA: 4-hour Courier with an Onsite Engineer
- Advanced Services: Elite Service
- Professional Services: Staff Augmentation, Process Definition, Knowledge Transfer

## Consequences of Inadequate Support:

Time to resolution extended due to lack of an assigned, directly accessed FortiCare Advanced Services team member or problems unresolved due to lack of structured processes.

## Benefits of FortiCare Services

Investing in FortiCare Services helps companies achieve their goals more quickly while enabling their team members to focus on strategy. Organizations can realize the following benefits:

- **Achieving an optimal security posture** in a short time by leveraging Fortinet's expertise in architecting and deploying the Fortinet Security Fabric and implementing security best practices.
- **Realizing maximum employee productivity** by tapping subject-matter experts for guidance and support rather than solving problems by trial and error.
- **Taking a proactive rather than a reactive approach to security** via smoothly deployed, integrated solutions.
- **Setting the operational team up for success** with system knowledge, best practice recommendations, and optimal maintenance procedures.

## Conclusion

FortiCare Services can be structured in multiple ways to meet the needs of any business. Selecting the right support plan for an organization's needs can help make the transition to a Fortinet infrastructure smooth and successful. It can also optimize the success realized with an existing Fortinet deployment.

In deciding which FortiCare Services to purchase, organizations should ask a number of questions, including:

1. What are the business objectives of the Fortinet deployment, and what will be required to achieve them?
2. What is the deployment timeline for the new Fortinet technology?
3. What is the cost of downtime to the organization? What length of downtime can the organization tolerate?
4. What risks are posed by an interruption in real-time threat detection and response?
5. What is the resource availability of the in-house technical team for the initial deployment and integration?

Whatever the answers to those questions, FortiCare Operational and Support Services can help organizations meet their business goals more successfully—whether their infrastructure is small or exceedingly complex.

<sup>1</sup> Kolton Andrus, "[Why CTOs And CIOs Should Care More About The Cost Of Downtime](#)," Forbes, April 26, 2018.

<sup>2</sup> Jon Oltsik, "[The cybersecurity skills shortage is getting worse](#)," CSO, January 10, 2019.