

ORDERING GUIDE

FortiEDR/FortiXDR

Endpoint Detection and Response (EDR) subscription bundles are available for different use cases, depending on the customer needs, other Fortinet Security Fabric products deployed, as well as managed service options. The following table summarizes the most common and recommended options:

		EPP/EDR-LIGHT	EDR	XDR
		DISCOVER AND PROTECT	DISCOVER, PROTECT, AND RESPOND	DISCOVER, PROTECT, AND RESPOND WITH XDR
Discover				
IT Hygiene				
	Asset Discovery	✓	✓	✓
	Asset Assessment	✓	✓	✓
	Attack Surface Reduction	✓	✓	✓
	Application Control	✓	✓	✓
	USB Device Control	✓	✓	✓
Protect				
Endpoint Protection				
	NGAV (pre-execution)	✓	✓	✓
	Post-execution Protection	✓	✓	✓
	Sandbox Analysis	✓	✓	✓
	Cloud Threat Intelligence	✓	✓	✓
	Attack Chain Visualization	✓	✓	✓
	Advanced Incident Forensics	✓	✓	✓
	MITRE Tagging	✓	✓	✓
Respond				
Endpoint Detection and Response				
	AI-powered Investigation	✓	✓	✓
	Security Fabric Integration	✓	✓	✓
	Third-Party Integration	✓	✓	✓
	Automated Remediation and IR Framework	✓	✓	✓
	Secured Remote Shell	✓	✓	✓
	Continuous Recording and Analysis		✓	✓
	Threat Hunting Enablement		✓	✓
	AI-based Behavior Tagging		✓	✓
	IOC Ingestion and Search		✓	✓
XDR				
eXtended Detection and Response				
	eXtended Detection Across Security Fabric			✓
	eXtended Detection Across AWS Guard-Duty			✓
	eXtended Detection Across Google SCC			✓
MDR				
Managed Service Options				
	High Fidelity Alert Triage	Managed EDR	Managed EDR	Managed XDR
	Extended Alert Triage		Managed EDR	Managed XDR
	Containment and Remediation Guidance		Managed EDR	Managed XDR
	Alerting and Reporting		Managed EDR	Managed XDR
	Correlated Security Fabric Alert Triage			Managed XDR
Additional Services				
	24x7 Support	Included	Included	Included
	Cloud Deployment	Supported	Supported	Supported
	On-premise Internet access enabled		Supported	

ORDER INFORMATION

FortiEDR is available in flexible combinations. For the best security coverage, the all-in-one subscription is recommended. For customers in the process of migrating from a traditional endpoint protection platform or next generation antivirus solution towards EDR, a basic EPP option that includes discover and protection capabilities is available, which supports future migration to full EDR.

Sample Bundles	EPP/EDR-Basic	EDR-Complete	XDR
25-pack	FC1-10-FEDR1-350-01-DD	FC1-10-FEDR1-348-01-DD	FC1-10-FEDR1-394-01-DD
500-pack	FC2-10-FEDR1-350-01-DD	FC2-10-FEDR1-348-01-DD	FC2-10-FEDR1-394-01-DD
2,000-pack	FC3-10-FEDR1-350-01-DD	FC3-10-FEDR1-348-01-DD	FC3-10-FEDR1-394-01-DD
10,000-pack	FC4-10-FEDR1-350-01-DD	FC4-10-FEDR1-348-01-DD	FC4-10-FEDR1-394-01-DD

Managed service options are available for all endpoint protection options, however cannot be supported for on-prem deployments.

Sample Bundles	Managed EPP/EDR-Basic	Managed EDR-Complete	Managed XDR
25-pack	FC1-10-FEDR1-391-01-DD	FC1-10-FEDR1-349-01-DD	FC1-10-FEDR1-597-01-DD
500-pack	FC2-10-FEDR1-391-01-DD	FC2-10-FEDR1-349-01-DD	FC2-10-FEDR1-597-01-DD
2,000-pack	FC3-10-FEDR1-391-01-DD	FC3-10-FEDR1-349-01-DD	FC3-10-FEDR1-597-01-DD
10,000-pack	FC4-10-FEDR1-391-01-DD	FC4-10-FEDR1-349-01-DD	FC4-10-FEDR1-597-01-DD

Additional services available include expanded cloud storage, NSE training, professional services, and best practice deployment consultation.

ADDITIONAL SERVICES	SERVICES	SKU LICENSE
Cloud Storage	Disk Expansion (512 GB storage)	FC-10-FEDR1-1112-01-DD
	Up to 500 endpoints	FC0-10-EDBPS-310-02-DD
	501 to 1,000 endpoints	FC1-10-EDBPS-310-02-DD
	1,001 to 3,000 endpoints	FC2-10-EDBPS-310-02-DD
	3,001 to 10,000 endpoints	FC3-10-EDBPS-310-02-DD
	10,001 to 30,000 endpoints	FC5-10-EDBPS-310-02-DD
FortiCare Best Practices Onboarding Service (mandatory for onboarding customers) ¹	30,001 or more endpoints	FP-10-EDR-PS (per day)
	FortiEDR Professional Service	FP-10-FTEDR-000-00-00
	FortiEDR Day	FP-10-EDR-PS
	Incident Response Training	FP-10-PS-TRAINING
Professional Services	Forensics and IR Consultancy	FP-10-EDR-FRNCS
	Classroom - Virtual ILT	FT-EDR
Training Services	Lab Access - Standard NSE Training Lab Environment	FT-EDR-LAB
	NSE5 Exam Voucher	NSE-EX-SPL5

¹ All new customers (initial orders only) must include one of the Best Practices service SKUs. Select the package that matches the total number of the deployment (e.g. FC3-10EDB-PS-310-02-12 for a deployment of 6450 seats). In most situations, anything over 12 months is not necessary. Use the 12 month SKU in all new deals unless requested by customer.

SEE ALSO

Other FortiEDR SKUs are orderable for the following deployments. See the FortiEDR datasheet for information about these deployments:

- **Protect and Respond (P&R):** for special cases where customers may have complimentary vulnerability discovery in place already, a special subscription is available. This subscription supports the standard XDR, MDR, and MXDR variations.
- **On-premise:** for special deployments, an on-premise hosting option with FortiGuard Cloud Services (FCS) connection enabled is available.

ORDER LIFECYCLE

<p>New Order Example: 500 EDR endpoints</p> <p>Direct purchase 1×500-pack</p> <ul style="list-style-type: none"> FC2-10-FEDR1-348-01-12 FC0-10-EDBPS-310-02-DD <p>Add More Endpoints Example: add 50 EDR endpoints</p> <p>Use the co-term tool to add more endpoints and align the end dates:</p> <ul style="list-style-type: none"> FC1Z-15-FEDR1-348-02-00 (x2) 	<p>Renew All Endpoints Example: renew all 550 EDR endpoints</p> <p>Regardless of the option used above, use the co-term tool for all renewals. This aligns all contracts to the same expiration date.</p> <ul style="list-style-type: none"> FC1Z-15-FEDR1-348-02-00 (x2) FC2Z-15-FEDR1-348-02-00 (x1) <p>Upgrade All Endpoints Example: upgrade all 550 EDR endpoints to XDR</p> <p>Use the co-term tool to upgrade all endpoints to the end of the term, then follow standard renewal:</p> <ul style="list-style-type: none"> FC1Z-15-FEDR1-394-02-00 (x2) FC2Z-15-FEDR1-394-02-00 (x1)
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UPGRADE MATRIX

FortiEDR contains three subscriptions, and each subscription contains multiple different service levels. You can convert one subscription to another in two steps:

1. Change the subscription level if required
2. Change the service level if required

To use the upgrade matrix below:

1. Select your current version in the left column
2. Locate the desired version column

If the cell is blue, you can upgrade in one step using the co-term tool. If not, you may need to complete two steps.

Upgrade FROM	UPGRADE TO										
	Discover and Protect		Protect and Respond				Discover, Protect, and Respond				
	EDR-Light	Managed EDR-Light	EDR	XDR	MDR	MXDR	EDR	XDR	MDR	MXDR	On-premise
EDR-Light											
Managed EDR-Light											
EDR (P&R)											
XDR (P&R)											
MDR (P&R)											
MXDR (P&R)											
EDR											
XDR											
MDR											

To use this matrix, select the **current** subscription in the left column and follow the row to the right to see what is **directly upgradable** with the co-term tool.

FORTIEDR COMPETE PROMO

For the price of one year (MSRP), receive three years of FortiEDR complete protection. Amazing at reducing the attack surface. Patented detect and defuse. Use the industry’s best automated incident response playbooks to resolve events instantly and integrate with the Fortinet Security Fabric. This promotion is for our strongest bundle—Discover, Protect, and Respond. When ordering, use the (case sensitive) promo code: EDR_3FOR1.

NSE TRAINING AND CERTIFICATION

FCP – FortiEDR Training and Certification

Learn how to use FortiEDR to protect your endpoints against advanced attacks with real-time orchestrated incident response functionality. You will also explore FortiEDR features and how they protect your endpoints automatically in real time.

Course Description

For more information about prerequisites, agenda topics and learning objectives, please refer to the course description at https://training.fortinet.com/local/staticpage/view.php?page=library_fortiedr

Ordering Information

SKU	DESCRIPTION
FT-EDR	Instructor-led Training - 2 full days or 3 half days
FT-EDR-LAB	On-demand Labs (self-paced)
NSE-EX-FTE2	Certification Exam

FREQUENTLY ASKED QUESTIONS ABOUT PROMOTIONS

Is there limitation on the size of the account?

Yes, 500 seats and above for both the EDR and MDR promotions. For deals over 10,000 seats, contact PM for potentially better pricing.

Which SKUs are available?

For the EDR promo, use the 348 family of SKUs at the 36-month rate and apply a 70% discount to factor in the distributor discount. For the MDR promo, use the 349 family of SKUs at the 36-month rate and apply a 55% discount.

Can this be used on renewals?

No, this is only for customers who do not have FortiEDR yet.

Do we need to sell the Best Practices Services (BPS)?

Yes, all new accounts need their account to be set up by our team. You do not need to use the 36-month BPS SKU, the best practice is to use the 12-month SKU.

How long are they valid for?

The end of December 2024.

FREQUENTLY ASKED QUESTIONS

What is the easiest way to order?

License packs of 25, 500, 2,000, and 10,000 are available for terms of 1-5 years. Refer to the ordering example on the previous page for expansions, renewals, and upgrades.

Does FortiEDR have a minimum order quantity (MOQ)?

The MOQ is 500 seats for all bundles except for the FortiEDR Discover & Protect, the 350 family of SKUs which allows 250 seats, the FortiEDR Discover & Protect and Basic MDR, the 391 family of SKUs which allows 100 seats, the FortiEDR Protect & Respond and Standard MDR, the 392 family of SKUs which allows 100 seats and the FortiEDR Discover, Protect & Respond and Standard MDR, the 349 family of SKUs which allows 100 seats. That said, positioning 500 seats for smaller seat accounts who can manage their incident response is a valid option.

Can I mix bundles?

No. FortiEDR supports a single bundle per customer account.

Can existing customers upgrade bundles?

Yes. Customers can upgrade at any point of time: mid-term or upon renewal.

What if my customer is a managed security service provider (MSSP)?

Checking the MSSP Ordering Guide is recommended. MSSP consumption plans are available on an annual or monthly billing basis.

What services can be provided to an on-premise environment?

On-premise hosted environments require Fortinet Cloud Services Internet connectivity at all times. Once connected, all FortiEDR-related services can be delivered remotely, except for MDR service. FortiEDR does not support air-gapped isolated on-premise-hosted environments.

ONBOARDING

Is a FortiEDR onboarding service required?

Yes. Proper EDR setup is crucial for security effectiveness plus system outage avoidance or SOC overload. The onboarding processes include monitoring and finetuning of critical assets/resources. Onboarding is not required for renewals.

What onboarding options are available?

The following summarizes standard onboarding engagement with the FortiCare Best Practice Service. Dedicated professional services for SLA-driven engagements are also available and required for deployments with more than 30,000 endpoints.

SIZE	INCLUDED	SERVICE ENGAGEMENT WORKFLOW
<= 1000	<ul style="list-style-type: none"> 4 hours dedicated review (1 per week) 30 days analyst monitoring 1 year subscription for upgrades and add-on support 	
1,001 - 3,000	<ul style="list-style-type: none"> 12 hours dedicated review (1 per week) 90 days analyst monitoring 1 year subscription for upgrades and add-on support 	1. Service kickoff includes platform overview and customer infrastructure review leading to customer's deployment plan.
3,001 - 10,000	<ul style="list-style-type: none"> 16 hours dedicated review (1 per week) 120 days analyst monitoring 1 year subscription for upgrades and add-on support 	2. Best practice advice during deployment and migration includes scheduled service meetings, responding to ad-hoc questions, reviewing alerts received, and reviewing and making recommendations regarding the ongoing methodology for the customer to migrate the collectors to protection mode.
10,001 - 30,000	<ul style="list-style-type: none"> 24 hours dedicated review (1 per week) 180 days analyst monitoring 1 year subscription for upgrades and add-on support 	3. Final deployment closeout meeting.
> 30,000	Dedicated professional services (PS) required	

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