FortiCare Advanced Support: Core
Account-level Technical Support

Introduction

The critical services delivered by Fortinet capabilities require maximum uptime for smooth business operations. To achieve this, technical experts should be engaged to ensure superior security and network performance. With FortiCare Advanced Support, technical experts work directly with organizations for accelerated issue resolution.

Tailored Support and Account Services

Fast-track access to technical expertise

Accelerate incident resolution and quickly track tickets and response times with specialized FortiCare dashboards. Enable in-house teams to become the experts through custom webinar, NSE training, and certification.

Maximize impact with advocates who know the business

Feel confident with customized care, featuring a designated Advanced Support Services team. These designated resources have in-depth knowledge of the business and deployments to accelerate incident resolution.

The Core Advanced Support package includes customized care across accounts and covers all devices with active FortiCare service contracts. Highlights of the service include:

- **Onboarding:** Onboard new customers and provide with an overview of service deliverables
- **Designated ticket management:** Gain priority access to Fortinet ASE Engineer and High Touch Support Experts with focused troubleshooting
- **Technical escalation:** Handling of tickets logged by the customer through to resolution
- **Service points:** Flexible service delivery with Advanced Support service points for remote after-hours assistance, product upgrade assistance, etc.
- **Enhanced training:** Improve team capabilities with annual training package, including employee NSE Lab and Exam
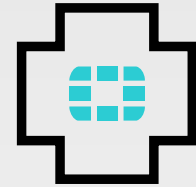
FortiCare Advanced Support

Core

ensures an optimized Fortinet solution with designated account management and service delivery.

		CORE
Onboarding	Guided Onboarding and Getting Started Program	●
Education	Number of Employee NSE Lab and Exam	6
Resolution and Troubleshooting	Designated Ticket Management	●
	Technical Escalation Management	●
Flexible Consumption	Service Points[1]	6

FortiCare Advanced Support helps firms meet business goals through the use of Fortinet technologies. The benefits range from accelerated time to value to maximizing employee productivity. We are here to empower in-house operations teams to achieve optimal security and performance.

Order Information

Core-Advanced Support Service	FP-10-PS001-711-02-12

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[1] Service points can be used to consume various Fortinet services.

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