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FortiCare Advanced Support: Pro and Pro Global
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, a designated technical expert works 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 named technical expert. This designated resource will be intimately familiar with your business and provide weekly status updates. Flexible service points are available for services such as after-hours cutovers or best-practice reviews.

Enhanced security with tailored guidance

Increase productivity and avoid incidents with configuration and operational reviews performed by designated resources. Confidently adopt new capabilities with account planning and upgrade assistance. Enterprises can also access root-cause analysis for critical technical incidents and malware analysis with advanced service points. The Pro
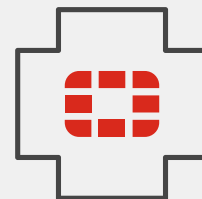
FortiCare Advanced Support: Pro and Pro Global

provide designated technical experts who work directly with organizations for accelerated issue resolution.

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

- **Technical Account Manager:** A designated Technical Account Manager (TAM) will act as the primary technical interface and assist in resolving technical incidents, including technical escalations.[1]

- **Guided getting started:** Onboard new customers and provide with an overview of service deliverables.

- **Enhanced training:** Improve teams' capabilities with annual training package, including employee NSE Lab and Exam.

- **Knowledge transfer:** Deliver webinar based on customers' operational troubleshooting focused topic of interest.

- **Software upgrade assistance:** Provide software upgrade recommendations and assistance for Fortinet products.

- **Hardening check:** Recommend device configuration based on Fortinet best practices.

- **Periodic ticket review:** Conduct periodic calls to discuss open technical support tickets and on-going projects.

- **Quarterly and annual service review:** A quarterly operational service review (QSR) and an annual service review will be scheduled with the customer to review service tickets, health check observations and recommendations, inventory report, etc.

- **Tailored Customer Service Bulletins and notifications:** Review Customer Service Bulletins and security notifications and tailor the recommendations to suit the customers' environment.

- **4-hour workaround (Target):** Take reasonable efforts to resolve the critical incident or provide a workaround within four hours.

- **Root-cause analysis:** Perform root-cause analysis for critical issues upon request.

- **18-month software troubleshooting:** Provide technical troubleshooting beyond end-of-support of Fortinet software for an additional 18-month period.

- **Service points:** Flexible service delivery with Advanced Support service points for remote after-hours assistance, product upgrade assistance, etc.

		PRO	GLOBAL PRO
Partnership	Technical Account Manager	1 Region	3 Regions
Onboarding	Guided Getting Started Program	●	●
Education	Number of Employee NSE Lab and Exam	10	10
	Knowledge Transfer	Custom Webinar	Custom Webinar
Discovery and Planning	Software Upgrade Assistance	1	2
	Hardening Check[2]	●	●
Proactive Services	Periodic Ticket Review	●	●
	Quarterly and Annual Service Review	●	●
	Technical Security Bulletin and Notification	●	●
Resolution and Troubleshooting	4-Hour Workaround (Target) (P1)[3]	●	●
	Designated Ticket Management	●	●
	Technical Escalation Management	●	●
	Root-cause Analysis (P1/P2)	●	●
	18-Month Software Troubleshooting	●	●
Flexible Consumption	Service Points[4]	16	28

The Pro Global Advanced Support package is also available to extend the geographical coverage of the service. This service level provides a designated TAM per region covering EMEA, Americas, and Asia Pacific. The service features, as described in the Pro service, are provided within each region with global coordination.

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

Pro-Advanced Support Service	FP-10-PS001-712-02-12
Pro Global – Advanced Support Service	FP-10-PS001-713-02-12

[1] Pro Global service comes with three regional TAMs (EMEA, the Americas, and APAC).

[2] Covers FortiGate only.

[3] This option is only available to FortiCare ELITE customers. Security breach / software fault is not covered.

[4] Service Points can be used to consume various Fortinet Services.

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