SERVICE BRIEF

FortiCare Professional Services

Introduction

As networks and threats rapidly evolve, it's critical to make sure security capabilities can keep up. Given the global cybersecurity skills shortage, today's organizations often lack the in-house expertise or enough staff to deploy, operate, and maintain the new technologies required to close security gaps. FortiCare Professional Services delivers expert help to ensure Fortinet deployments are optimized for each customer's unique needs. Our experts reduce risk with:

- Accelerated implementation
- Operational enablement for IT teams
- Capability optimization to provide the best security

Further, we can assist with ongoing operations of the Fortinet Security Fabric.

FortiCare Professional Services is available for all Fortinet products and is customized to meet each customer's needs.

Streamlined Deployment, Capability Optimization, and Ongoing Operations

Hit the Ground Running With New Capabilities

Fast-track return on investment (ROI) with streamlined expert deployment. Consultants with multivendor experience help swiftly migrate from legacy technologies and adopt new capabilities. Driven by proven methodology, FortiCare Professional Services plans and executes implementations efficiently and effectively.

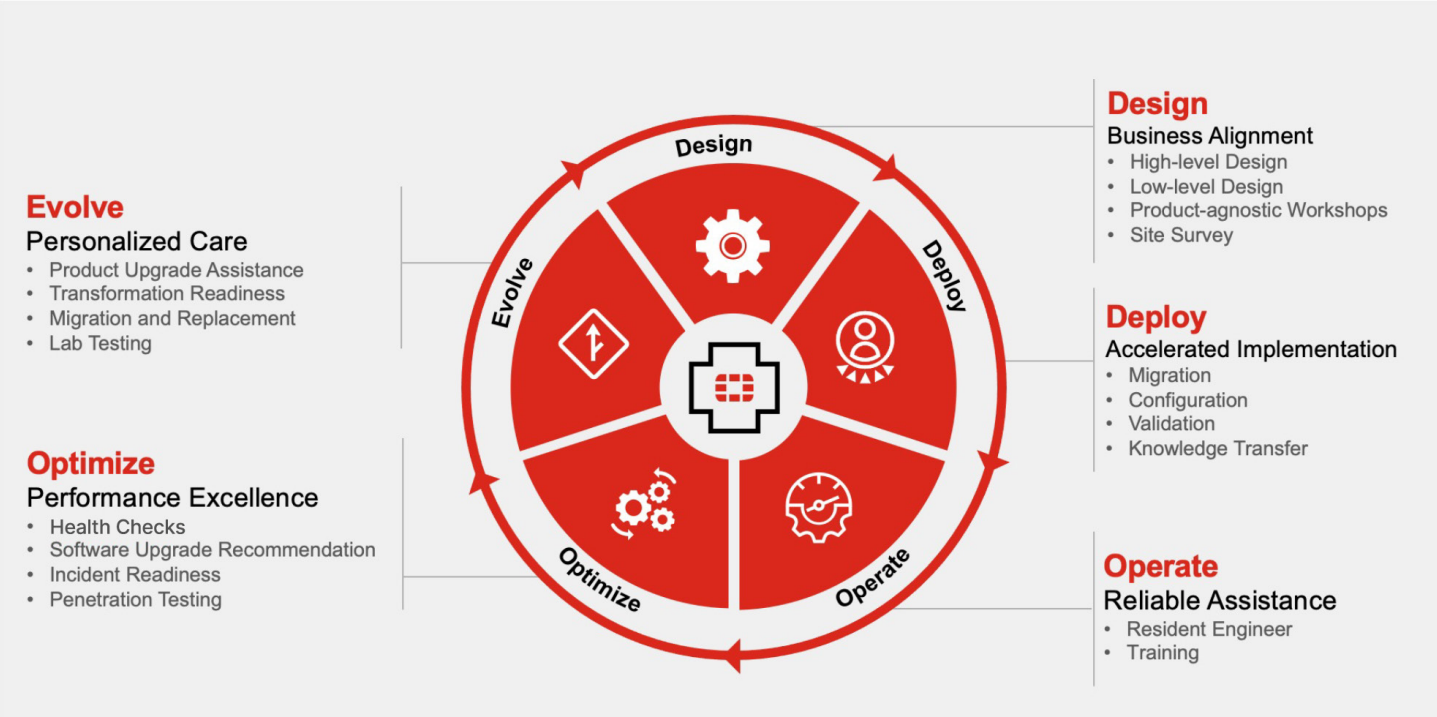
Achieve Performance and Configuration Excellence

As a business evolves, it needs to adapt protections when there are changes in users, applications, and traffic patterns. Professional Services provides regular reviews of configuration, performance, and policies, for reliability and sustained security.

Extend In-house Teams With Dedicated Resources

In-house IT teams can focus on more critical duties while Fortinet dedicated resources handle escalation and issue resolution by working closely with Fortinet subject matter experts. Our engineers are domain experts who will get to know each business they are assigned to. Offload redundant operational tasks including configuration, upgrades, and technical incident management. Our experts work closely with in-house teams to maximize productivity by transferring technical and Operational knowledge.

Professional Services Offerings



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Migration from legacy vendor technologies to Fortinet	Production-to-production planning, deployment, and policy migration for firewalls, UTMs, VPNs, and most WLAN/LAN security peripherals
Design and configuration validation	Fortinet solution optimization, integration, and proposed design solution validation
Implementation and configuration	Initial deployment, including installation, provisioning, integration, testing, and production rollout
Integration of the Fortinet Security Fabric with other complementary technologies	Integration with third-party security technologies for enhanced visibility and reduced incident investigation timelines
Compliance checks and audit preparation	Guidance on audit and compliance processes, including advice on the correct and optimal configuration of the deployed Fortinet solution
Performance and configuration health checks and policy optimization	Operational performance measurement in a production environment, including a review to identify issues and provide configuration-tuning and policy-optimization recommendations
Dedicated resources for ongoing assistance	Experts available to help with operations after deployment

All service engagements include operational enablement and knowledge transfer to ensure in-house staff is able to operate and maintain the solutions after the service is complete. Although designed to be delivered remotely, on-site options are available.

Ensure Security Deployments Are Effective and Efficient

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 Professional Services gives organizations expert resources to implement and integrate security deployments quickly, while ensuring they are optimized for each unique environment.

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