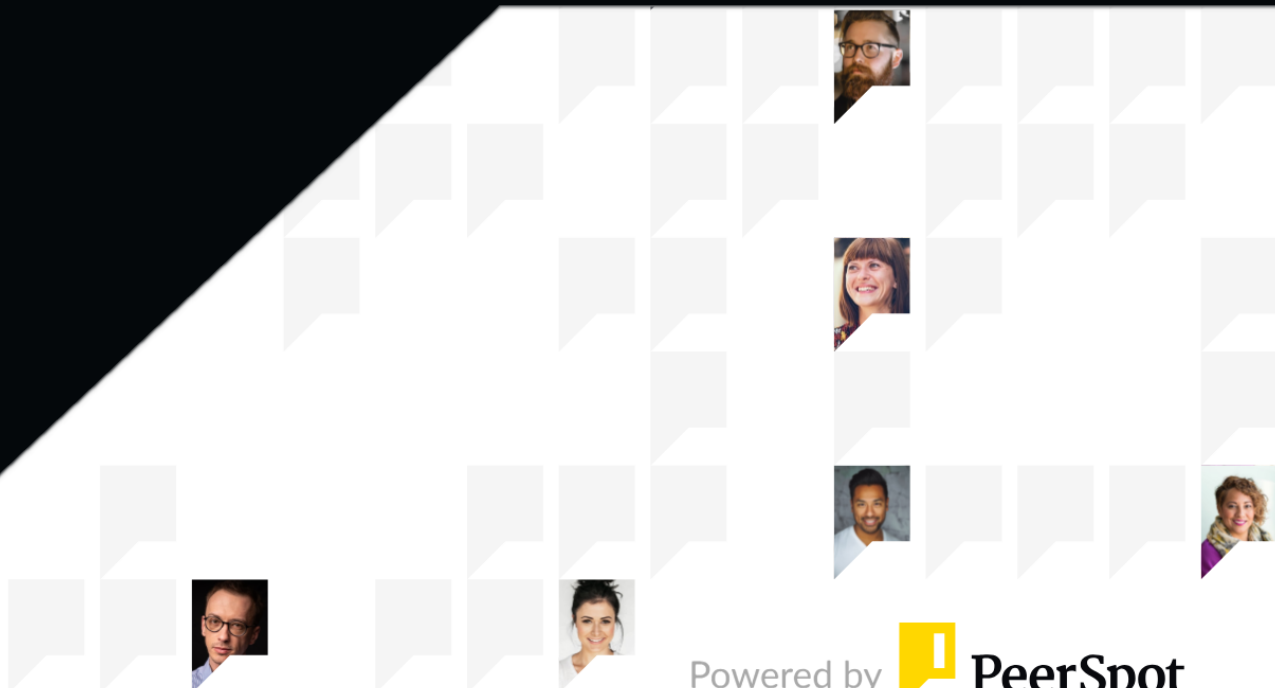




**FortiGate Next Generation Firewall (NGFW)**  
**Reviews, tips, and**  
**advice from real users**

August 2024





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# Product recap



FortiGate Next Generation Firewall (NGFW)

# FortiGate Next Generation Firewall (NGFW) Recap

The FortiGate Next Generation Firewall (NGFW) from Fortinet is a comprehensive cybersecurity solution designed to cater to a wide array of organizational needs. It integrates seamlessly into the Fortinet Security Fabric, offering robust protection against various internal and external threats, including attacks, malware, and vulnerabilities. The NGFW is known for its advanced features such as SSL inspection, application control, visibility enhancements, and an effective intrusion prevention system (IPS). This IPS plays a critical role in identifying and blocking malicious traffic by monitoring and inspecting incoming data.

FortiGate NGFW can be deployed in diverse environments, including on-premises, in the cloud, or hybrid setups. The firewall is equipped with next-generation antivirus capabilities, IPS, web filtering, sandboxing, and intelligent security automation features like threat intelligence integration and automated incident response. Its reporting and analytics tools are comprehensive, aiding in enhancing an organization's security posture.

A notable aspect of the FortiGate NGFW is its diverse and highly rated features, including a powerful VPN, a user-friendly Firewall Management Console, policy-based controls, and advanced reporting and logging capabilities. The system also supports Identification Technologies, Visualization Tools, Content Inspection, and seamless integration with Active Directory and LDAP directories. Its High Availability and the flexibility to deploy in various configurations, such as on-premises or as a Virtual Machine, make it a versatile choice for different business needs.

The FortiGate NGFW also excels in providing secure connectivity. It supports various VPN protocols, offers SD-WAN for intelligent traffic routing, and integrates SASE for unified security and networking solutions. These features contribute to improved security, reduced operational costs, and increased agility for organizations.

When it comes to user experiences and satisfaction, FortiGate NGFW has garnered positive feedback, with an average rating of about 4.26 out of 5 on PeerSpot Reviews. Users from diverse roles, including core network teams, technical officers, and cybersecurity engineers, and from various sectors such as tech services, education, and finance, have found the solution effective. This indicates its versatility and suitability across different company sizes and types.

However, there are areas for improvement. Enhancing the details in Logging Services and making 10 Gigabit Interfaces available for lower models are some suggested enhancements. Simplifying the installation of FortiAP services is also noted as a potential area for improvement.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The most valuable aspects of FortiGate NGFW are its top-notch reputation in peer reviews, user-friendly interface, and excellent support.”



**Einstein Rozario**

Principal Consultant at Sapienze Tech FZE

- ✓ “It is a very user-friendly solution. Moreover, Foritgate offers good performance.”



**Mahmood Abdollahi**

Senior Network Engineer at Dejpaad

- ✓ “FortiGate Next Generation Firewall (NGFW) 's most valuable features are reporting and filtering.”



**Lakshmanan A**

Deputy Manager Of Information Technology at Heat and Control

- ✓ “FortiGate NGF is simple compared to other firewalls. It is easy to use and you don't need any training. Any person with basic firewall knowledge can use it.”



**Verified user**

Network Security Engineer at a educational organization with 11-50 employees

- ✓ “User identification and application identification are valuable features.”



**Verified user**

PS & Technical Manager at a integrator with 11-50 employees

- ✓ “I like the common administration and the possibility of adding Fortinet defense systems.”



**Ronald Silesky**

Network Presales Engineer at a computer software company with 501-1,000 employees

- ✓ “The solution is used in my company since its management is very comfortable”



**FeliksChertok**

Chief engineer at Arnatel

What users had to say about valuable features:

“The most valuable aspects of FortiGate NGFW are its top-notch reputation in peer reviews, user-friendly interface, and excellent support. It stood out during external penetration tests, proving its effectiveness compared to our previous firewall. The seamless integration with other tools and thorough testing set FortiGate apart. Replacing our old firewall with Fortinet was a game-changer, especially as it helped us improve our performance in subsequent penetration tests.

”

[Read full review](#) 

**Einstein Rozario**

Principal Consultant at Sapienze Tech FZE

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“The usability of the solution is its best feature. The product has a great UI. The UI is seamless and easier to navigate compared to other firewalls. The reporting and logging are good too. Additionally, Fortinet Security Fabric is another great feature.”

[Read full review](#) 

**Himali Bhatta**

Technical Officer at Leads Innovation

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FortiGate Next Generation Firewall's design is good. Technically, I haven't used many of its features. The primary purpose we use the solution in our organization is for its SNAT and DNAT functionalities. The solution is also used for its vulnerability patching mechanism.

”

[Read full review](#) 

**Shahzad Abbasi**

IT manager at a university with 5,001-10,000 employees

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“The most valuable feature of FortiGate Next Generation Firewall is its SD-WAN. The way it has been structured makes life easier. We have used it for remote access, especially at the height of COVID. It works very well.”

[Read full review](#) 

**David Nchinga**

Principal Cybersecurity Officer at Smart Zambia Institute

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“FortiGate Next Generation Firewall is a good solution because it has a range of options and a clear ecosystem. It has good availability of solutions that complement the next-generation firewall. For example, it has a good range of switches and access points. The solution also has a good ecosystem where cloud services like FortiMail complement the whole solution. The solution has a better ecosystem for community support.”

[Read full review](#) 

**Jasmit Singh Juneja**

CEO & Technology Specialist at Karman Infotech Private Limited

# Use Case

“We use FortiGate NGFW to secure our network gateways. These devices, functioning as UTM solutions, were impressive in fending off various threats. FortiGate excelled with its anti-spam, antivirus, and firewall features at the network level. Beyond security, it is seamlessly integrated with networking tools like Zendesk.

”

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**Einstein Rozario**

Principal Consultant at Sapienze Tech FZE

I’ve worked with network and security information since 1999. My use cases for FortiGate are in the telecom environment. In my experience, we have used Fortinet to connect sites. I’m working with an SMB in São Paulo, and we work with small equipment. I have a project to define a model from the end products, and to do that I’m working with a local network to deploy our services. After defining this product, I wire the product through my team so they can make configurations. Sometimes, I work directly with configuration, with third level support.

”

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**Eduardo\_Lopez**

Manager Operations Technology at EJCLME Inc.

“We use FortiGate Next Generation Firewall first and foremost for the main site's security, remote sites, and establishing the connection between the firewalls they use. More recently, we have been using it when implementing SD-WAN.”

[Read full review](#) 

**Ronald Silesky**

Network Presales Engineer at a computer software company with 501-1,000 employees

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The use cases of the solution depend on what the customer wants from the tool. If a customer is looking for a core firewall, I provide them with FortiGate Next Generation Firewall (NGFW). Suppose a customer is looking for a tool from a patch connectivity perspective with multiple branches and wants those branches to be connected to the data center. In that case, we can suggest FortiGate Next Generation Firewall's features to them.

”

[Read full review](#) 

**Sony James**

Technical Head at Quoinx Technologies private Limited

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“Organizations with about 50 to 100 employees use the solution for VPN, ZTNA, and remote connectivity between branch offices and site-to-site VPN. The solution acts as a gateway-level firewall that secures the office infrastructure against threats in mid-size enterprise organizations.”

[Read full review](#) 

**Jasmit Singh Juneja**

CEO & Technology Specialist at Karman Infotech Private Limited

“The firewall system we have implemented in my company serves as the gateway to access the internet. We have different VLANs set up on the firewall for various networks.

We enforce security measures based on policies. When it comes to security, we have web monitoring, application filtering, and MAC address filtering implemented on the firewall. We also utilize VPN and SD-WAN architecture. Everything is functioning well.

Additionally, we have two ISPs connected for load balancing. We send the logs, and audit logs to FortiCloud for analytics and statistics.

Moreover, we have an alerting system for FortiGate, which is also functioning properly. The firewall operates in question mode, using round-robin connections, and handles routing as well.”

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**Anish Bheekoo**

IT Lead at CMH

# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Setting up FortiGate NGFW was straightforward, with some considerations during the migration process. Migrating from an old firewall required meticulous rule review and manual configuration. Ensuring adherence to best practices and testing in a beta environment were crucial steps. We also coordinated with our ISP to clear the ARP cache for a smooth transition. Despite a minor misconfiguration leading to an issue, we swiftly addressed it over a weekend with minimal impact. Regular backups and failover tests added an extra layer of assurance. A team of three people deployed it. The deployment and migration from the old firewall to FortiGate took approximately one month. To ensure a smooth transition for our 24/7 operations, we invested extra time for thorough testing and rule validation.”

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**Einstein Rozario**

Principal Consultant at Sapienze Tech FZE


“The platform's initial setup process is easy. I rate the process a ten out of ten. It takes a couple of days. The deployment involves integrating it with SSO in FortiGate. It helps with filtering access to user accounts through Active Directory. One executive is required for deployment. Additionally, one executive is needed to take care of packet updates for maintenance.”

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**Lakshmanan A**

Deputy Manager Of Information Technology at Heat and Control

“The tool's setup is easy. We used one resource to handle the deployment. The tool's deployment can take around one to two days to complete and depends on customer requirements. ”

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**Verified user**

Network Security Engineer at a educational organization with 11-50 employees

“With the initial setup, it's important to sit with the team to establish the application and the main issues to get the best possible script to implement in Fortinet equipment. We had to spend some time to implement it better.

Deployment could take one week, depending on the site, or even three weeks to implement the solution. Around four people were involved in the deployment.”

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**Ronald Silesky**

Network Presales Engineer at a computer software company with 501-1,000 employees

On a scale of one to ten, where one is difficult and ten is easy, I rate the initial setup an eight or nine. It is easy to install since it can be done with small configuration steps.

The solution is deployed on the cloud. Most of the firewall devices are deployed on the cloud, especially since NGFW of different vendors work on the cloud.

The deployment can be done in just a week since we need to find answers to some questions from our management and our security department. We need to get certain approvals in terms of the security policies before proceeding with the deployment phase.

One or two people are enough for the deployment process.

”

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**FeliksChertok**

Chief engineer at Arnatel

“I rate the ease of setup a nine out of ten. Most organizations like to have everything deployed within the premises. The initial setup can be done within a few hours if the planning is done beforehand. The policies and other requirements are added gradually.”

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**Himali Bhatta**

Technical Officer at Leads Innovation

# Customer Service and Support

“We contacted Fortinet's technical support during a firmware upgrade issue. They guided the upgrade process, and their support was capable and helpful. I would rate them as a ten out of ten.”

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**Einstein Rozario**

Principal Consultant at Sapienze Tech FZE

I rate the technical support a seven out of ten.

The support does open a case when an issue is raised, but since it is the USA, despite the support hearing our problems, they do get late to respond. We only have issues with the support of low priority. I never open high-priority cases with the support team.

”

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**FeliksChertok**

Chief engineer at Arnatel

“Whenever I have a problem and have to call their technical support team, I can email them. In the next few minutes, we'll get on a Zoom or Teams call and exchange notes.”

[Read full review](#) 

**David Nchinga**

Principal Cybersecurity Officer at Smart Zambia Institute



I am not familiar with the technical support team because my support team works with them. The solution's technical support is good. We do not face many issues when dealing with the solution's technical support team.

»

[Read full review](#) 

**Sony James**

Technical Head at Quoinx Technologies private Limited

“Although FortiGate Next Generation Firewall's customer support is spontaneous in responding, their actual responses are a little slow. They take time. When I say spontaneous, I mean the case ticket gets logged immediately, but the response from Fortinet doesn't come so fast. You have to follow up and then get things done.”

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**Jasmit Singh Juneja**

CEO & Technology Specialist at Karman Infotech Private Limited

“Customer service and support are good. Every time I have reached out to them, they have been responsive and helpful. In fact, I have even shared news and deployment information on my LinkedIn to showcase their excellent support.”

[Read full review](#) 

**NdaweduaNeto**

Information Engineer at Banco Millennium Atlântico

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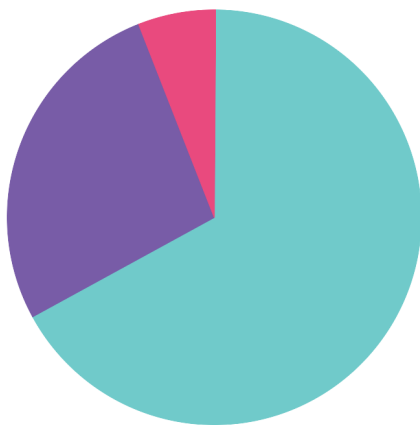
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Educational Organization

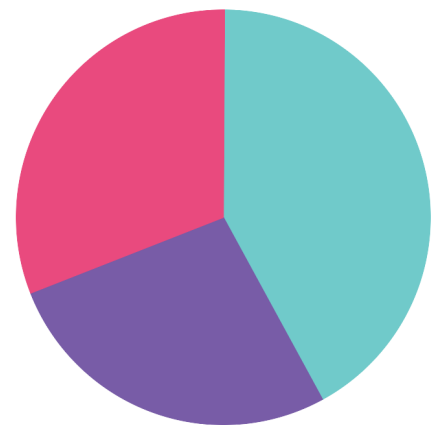
7%

# Company Size

by reviewers



by visitors reading reviews



Large Enterprise

Midsize Enterprise

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