

DATA SHEET

FortiCare BPS

FortiCare Best Practice Service

The FortiCare Best Practice Service (BPS) provides the customer with technical advice to help them make the most of their Fortinet investment. FortiCare BPS is an annual subscription-based service. Once a ticket is created through the FortiCare Support Portal, the BPS ticket is rerouted to a product-specific technical expert. Response for these consultations are handled as per a standard P3 ticket.



Planning

- Initial design review and recommendations
- Licensing/software sizing



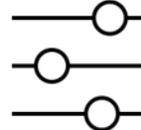
Improvement

- Operation use case review to identify gaps
- Configuration backup/database review and testing
- Performance tuning



Deployment

- Configuration review and tuning
- Sample scripts, configuration, and tools recommendations
- Integration consultation for supported third party systems



Product-specific Needs

- Upgrades
- Migration
- Third party integrations

WHY FORTICARE BPS

- Direct access to Fortinet product experts
- Knowledge of global best practices that other Fortinet customers have adopted
- Fortinet's custom-built hardware and proprietary OS means faster support and no third party involvement

FORTICARE SERVICES AT A GLANCE

| | 24X7 | ASE | BPS | PROFESSIONAL SERVICES | DESIGNATED TAM |
|--|------|-----|-----|-----------------------|----------------|
| FortiCare Support Subscriptions | | | | | |
| 24x7 Technical Support | ☑ | ☑ | | | |
| Access to Online Resources (FortiCare/FortiCloud) | ☑ | ☑ | | | |
| Operating System (OS) Updates | ☑ | ☑ | | | |
| Dynamic OS Package Updates (Geo-IP, Certificates, C&C, Internet Service DB, etc.) | ☑ | ☑ | | | |
| Participation in Beta Programs | ☑ | ☑ | | | |
| Prioritized Call Handling/Routing | | ☑ | | | ☑ |
| Consultation Subscriptions | | | | | |
| Initial Deployment Review and Recommendations | | | ☑ | | |
| VM and Software Sizing | | | ☑ | | |
| Integration with NOC/SOC Operations | | | ☑ | | |
| Integration with Supported Third Party Systems | | | ☑ | | |
| Sample Code and Configuration | | | ☑ | | |
| Guidance for Security Fabric Integration between Core Products (FortiGate, FortiClient EMS, FortiAnalyzer) | | | ☑ | | |
| Shortcut to Best Practices That Other Organizations Have Adopted | | | ☑ | | |
| Dedicated Resource Engagements | | | | | |
| Upfront Scoping Required | | | | ☑ | |
| Customer Assessment and Work Definition | | | | ☑ | |
| Oversight for Live Changes | | | | ☑ | |
| Hands on Keyboard | | | | ☑ | |
| On-premise Consultation | | | | Optional | |
| Regular Business Reviews | | | | | ☑ |
| Environment Staging | | | | | ☑ |
| Upgrade Pretesting | | | | | ☑ |

HOW TO BUY

| | 24X7 | ASE | BPS | PROFESSIONAL SERVICES | DESIGNATED TAM |
|--------------|--------------------------|------------|--|-----------------------|-------------------|
| FortiGate | Any bundle or a la carte | A la carte | Not available | Advanced Services | Advanced Services |
| FortiManager | Any bundle or a la carte | A la carte | Hardware bundle or a la carte VM subscription (S-series) | Advanced Services | Advanced Services |
| FortiSOAR | Included | A la carte | Bundle subscription option | Advanced Services | Advanced Services |
| FortiClient | Included | A la carte | Add-on/a la carte SKU | Advanced Services | Advanced Services |
| FortiEDR | Included | A la carte | Add-on/a la carte SKU | Advanced Services | Advanced Services |
| FortiMonitor | Included | A la carte | Add-on/a la carte SKU | Advanced Services | Advanced Services |



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