

FortiCare Technical Support and RMA Services

Device-level Technical Support

Introduction

Organizations depend on Fortinet solutions to provide critical services. If any issues arise, they need to be addressed quickly to help ensure security and business continuity.

We provide FortiCare technical support and return merchandise authorization (RMA) services on a per-device basis for 24x7 support and timely issue resolution. FortiCare Services Cover the entire Fortinet Security Fabric, enabling a single source for support and troubleshooting. Flexible support options help organizations maximize uptime, security, and performance according to the unique needs of each business.

Technical support is delivered through our Global Technical Assistance Centers. Each geographical region has a Center of Expertise that is supplemented by regional support centers. This enables us to provide regional and local language support. Foundational FortiCare device-level support includes:

- Global toll-free numbers that are available 24x7, depending on the service option
- Web chat for quick answers
- A support portal for ticket creation or to manage assets and life cycles
- Access to software updates and a standard next-business-day RMA service for the device

Feature Highlights: Technical Support

Flexible support options help organizations maximize uptime, security, and performance according to the individual needs of each business. Fortinet offers three different per-device support options to meet customer needs, i.e., FortiCare Essential, FortiCare Premium, and FortiCare Elite. Organizations have the flexibility to buy different levels of service for different devices based on their needs.



FortiCare Essential is the base-level service, and it is targeted toward devices that require a limited amount of support and can tolerate next-business-day, web-only response for critical as well as non-critical issues. This service is only offered to FortiGate models 8x and below and to low-end FortiWiFi devices.



FortiCare Premium is targeted toward devices that require 24x7x365 with one-hour response for critical issues and the next-business-day response for non-critical issues.



FortiCare Elite services offers enhanced service-level agreements (SLAs) and accelerated issue resolution. This advanced support offering provides access to a dedicated support team. Single-touch ticket handling by the expert technical team streamlines resolution. FortiCare Elite services are available for FortiGate, FortiGate VM, FortiWiFi, FortiManager, FortiAnalyzer, FortiAP, and FortiSwitch appliances. This option also provides access to an intuitive portal with a single unified view of device and security health.

In addition, Fortinet provides best-practice service to guide customers on deployments, upgrades, and operations.



Advanced services for enterprise and service providers are also available for account-level support needs.

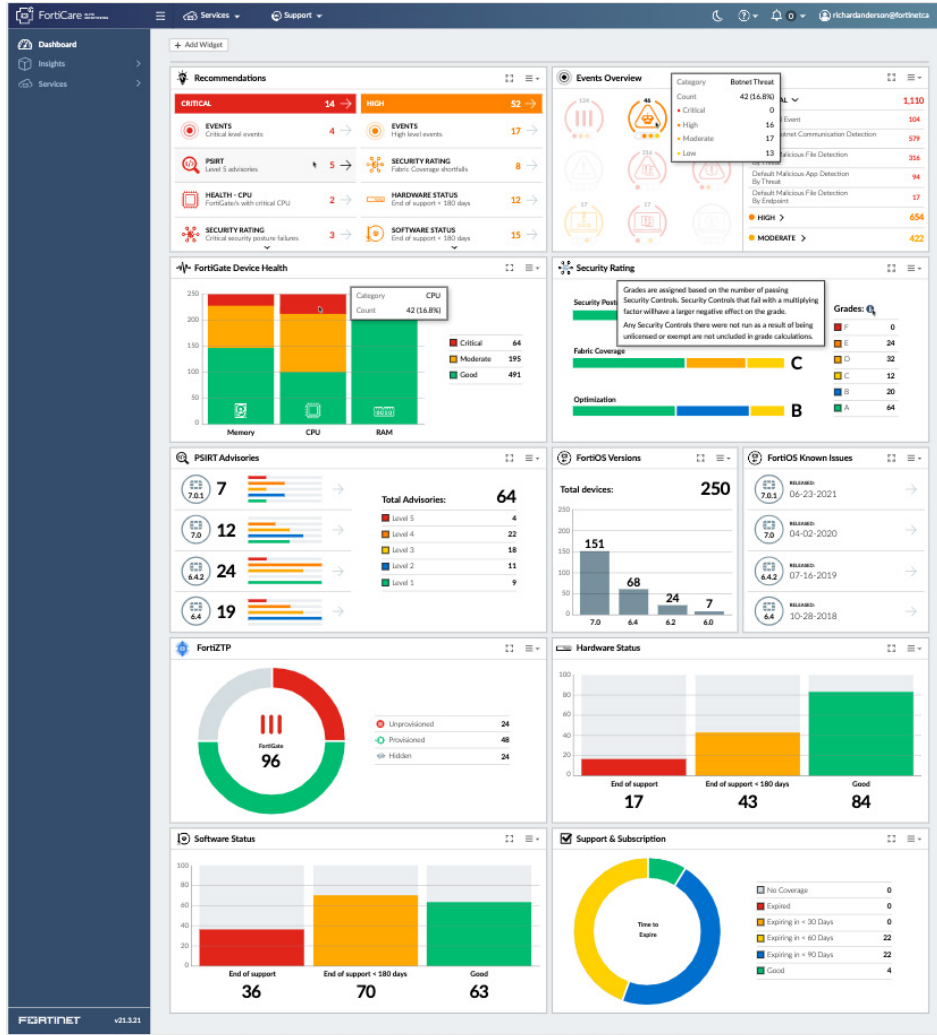


Figure 1: FortiCare Elite Portal dashboard.

FortiCare Elite Portal Provides a single unified view of device and security health. The dashboard is customizable, or customers can use the default views. In addition to alerting about device and security health, the portal also provides remediation recommendations, and since this is cloud-based, it is easy to scale.

Premium RMA Services

Fortinet technical support services are designed to prevent problems and help you recover quickly. Standard next-business-day RMA services are included with both Premium and Elite per-device support contracts. Premium RMA options are available across the product family for expedited replacement of defective hardware. Premium RMA options cover weekends and holidays. Only return-and-replace RMA is included with Essential per-device support contract. Essential customers are not eligible for Premium RMA options.

Premium RMA Options

- **Next-day delivery.** If the exchange is confirmed, a replacement part will be delivered by courier service and arrive the next day in accordance with the applicable country cutoff time.
- **Four-hour courier.** A replacement part will be delivered on-site by a courier service.
- **Four-hour courier with on-site engineer.** A replacement part will be delivered on-site by a courier service. An engineer will arrive separately, rack and cable the appliance, and leave with the defective part if requested.



	Per-device Service Options		
FortiCare Included Features	FortiCare ESSENTIAL	FortiCare PREMIUM	FortiCare ELITE
RMA	Return and replace only	Advanced replacement (PRMA available)	Advanced replacement (PRMA available)
Web Support	✓	✓	✓
Telephone Support	-	✓	✓
Firmware Updates	✓	✓	✓
Asset Management Portal	✓	✓	✓
Response Time (Critical Issue)	Next business day	1 hour	15 mins
Response Time (Non-critical Issue)	Next business day	Next business day	2 business hours
Extended End-of-Engineering-Support (E-EoS) for Long Term Supported Firmware (LTS) releases – 18 months*	-	-	✓
Device Insights and Monitoring Portal (FortiCare Elite Portal)	-	-	✓

*Available for FortiGate only.

Secure RMA

The Secure RMA service is designed for customers with strict requirements for protection of data within their physical environment. In general, Fortinet products store configuration information on solid-state media that are not field-replaceable. As a result, it is not possible to remove these items without invalidating the warranty. For maximum security, the Secure RMA service allows for the nonreturn of the defective hardware and therefore the protection of data within the customer’s premises.

FortiCare RMA services are not available in all locations. Refer to the **FortiCompanion to RMA Services** and check with your Fortinet sales representative for details.

Self-service Resources

For expedited answers, Fortinet maintains ample self-service resources to get you the answers you need, fast. All the answers to your questions are now in one place. The Fortinet community is a knowledge sharing hub for customers, partners, Fortinet experts, and colleagues. The community is a place to collaborate, share insights and experiences, and get answers to questions. www.community.fortinet.com.

Adequate Support Is Key to Smooth Operations

Extended downtime due to choosing inadequate support can be costly for businesses of all sizes. Organizations need to be sure the answers they need are easily and quickly accessible. At the same time, if a hardware replacement is required, the process must occur quickly. FortiCare Technical Support and Secure RMA maximize uptime, security, and performance.

