



RENOVACIÓN Y HOMOLOGACIÓN LICENCIAS FORTINET





Contenido

Contenido	3
Resumen Ejecutivo de Adexsus	4
1. Descripción, características y especificaciones de lo ofertado.	4
2. Detalles, características y especificaciones	5
3. Características Principales	6
4. Alcance	6
5. Tiempo de Entrega.....	6
6. Tiempo y condiciones de la garantía.....	7

Resumen Ejecutivo de Adexsus

Grupo Tecnológico Adexsus, es una empresa pionera con más de 25 años de experiencia en el mercado dominicano, especializado en soluciones de seguridad de la información, infraestructura y servicios profesionales. Contamos con un equipo de consultores y técnicos certificados por fabricantes líderes a nivel mundial, lo que nos permite ofrecer soluciones innovadoras, integradas y alineadas con las mejores prácticas del sector.

Nos distingue un portafolio sólido, una cultura basada en compromiso, integridad, innovación y excelencia en el servicio, así como una trayectoria demostrada operando y asegurando algunas de las redes más complejas y sensibles del país. Nuestro enfoque consultivo y la calidad de nuestras implementaciones nos posicionan como un aliado estratégico para organizaciones que buscan fortalecer su seguridad, optimizar su operación y asegurar la continuidad de sus procesos críticos.

1. Descripción, características y especificaciones de lo ofertado.

FortiCare Premium Support

Es un servicio de soporte avanzado de Fortinet diseñado para ofrecer orientación técnica experta, gestión de cuentas y tiempos de respuesta rápidos, garantizando el máximo rendimiento y estabilidad de los dispositivos de seguridad de red.

FortiGuard Unified Threat Protection (UTP)

Es un paquete de servicios de seguridad de FortiGuard diseñado para proporcionar protección esencial de red y web, cubriendo las amenazas más comunes (malware, ataques web, botnets y amenazas emergentes) mediante un enfoque integrado y basado en inteligencia de amenazas.

2. Detalles, características y especificaciones

FortiCare Premium Support

- **Soporte Técnico Especializado:** Orientado a empresas medianas, grandes y globales que requieren alta disponibilidad.
- **Enfoque en la Continuidad:** Garantiza que los dispositivos FortiGate funcionen continuamente y de manera segura.
- **Servicio Completo:** Incluye soporte técnico, servicios de seguridad de FortiGuard (según el paquete) y reemplazo de hardware.

FortiGuard Unified Threat Protection (UTP)

Seguridad de red

- **IPS (Intrusion Prevention System):** detección y bloqueo de tráfico malicioso en tiempo real.
- **Control de aplicaciones:** visibilidad y control del tráfico de aplicaciones.

Seguridad de archivos / malware

- **Antivirus (AV):** detección de virus y malware en tiempo real.
- **Advanced Malware Protection (AMP):** protección avanzada contra amenazas.
- **Machine Learning / Heurística:** detección de amenazas desconocidas
- **FortiGate Cloud Sandbox:** análisis en sandbox para amenazas desconocidas y zero-day.

Seguridad web y DNS

- **URL Filtering:** bloqueo de sitios maliciosos.
- **DNS Filtering:** bloqueo de dominios maliciosos.
- **Video Filtering:** control de contenido multimedia.
- **Anti-botnet / C2:** evita comunicación con servidores de mando y control.

Visibilidad y cumplimiento

- **Attack Surface Security:** monitoreo continuo del estado de seguridad.
- **Security Rating:** evaluación de postura de seguridad.

3. Características Principales

FortiCare Premium Support

- **Asistencia 24x7:** Soporte técnico ininterrumpido para resolver incidentes críticos.
- **Gestión de Cuentas:** Orientación personalizada y recursos designados para satisfacer las necesidades empresariales.
- **Reemplazo de Hardware:** Soporte sólido para asegurar la estabilidad del entorno de red.
- **Actualizaciones de Firmware:** Acceso a las últimas versiones del sistema operativo FortiOS.

FortiGuard Unified Threat Protection (UTP)

- Protección multicapa integrada: red, web, aplicaciones y archivos.
- Detección y bloqueo de malware en tiempo real: Antivirus y AMP.
- Prevención de intrusiones (IPS): contra ataques conocidos y emergentes.
- Filtrado web y DNS: para bloquear sitios y dominios maliciosos.
- Control y visibilidad de aplicaciones.
- Protección contra botnets y comunicaciones C2.

4. Alcance

- Renovación de licencia FortiCare Premium and Fortiguard Unified Threat Protection para los siguientes equipos:
 - 166 FortiGate 60F
 - 35 FortiGate 80F
 - 14 FortiGate 100F
 - 4 FortiGate 600F
- Nivel de soporte: FortiCare Premium (soporte técnico 24x7).
- Paquete de seguridad: Unified threat Protection (UTP), que incluya IPs, advanced Malware Protection, Application Control, Web & VideoFiltering y Antispam Service.
- Homologación de fecha (Co-terminación): Unificación de la administración de los servicios, hasta el 30 noviembre de 2028.
- Formato y aplicación: En formato digital (certificados electrónicos) y aplicadas directamente a los números de series. El adjudicatario será responsable de gestionar la activación en el portal de soporte de Fortinet para que la nueva fecha de expiración será visible de manera inmediata.

5. Tiempo de Entrega

Las licencias serán enviadas luego de 5 días laborales pasada la adjudicación.

6. Tiempo y condiciones de la garantía

La garantía y soporte estarán respaldados directamente por el fabricante Fortinet durante el período de vigencia del licenciamiento.

Acuerdos de Nivel de Servicio

Criticidad	Descripción	Tiempo de Respuesta	Disponible	Impacto
Crítico	Afecta servicios esenciales o genera una interrupción total del negocio	1 hora	24x7	Alto
Alto	Impacta una función clave, pero el servicio sigue operando parcialmente	Siguiente día hábil	24x7	Medio-Alto
Medio	Problema que afecta algunos usuarios o funcionalidades secundarias	Siguiente día hábil	24x7	Medio
Bajo	Consulta general o incidente menor sin impacto operativo inmediato	Siguiente día hábil	24x7	Bajo

Adexsus, S.R.L. agradece la oportunidad que nos brinda de presentar nuestra solución y al mismo tiempo reiteramos nuestro compromiso de servicio sobre la base de fomentar relaciones de negocios a largo plazo.

TODAS
LAS
SOLUCIONES

ADEXSUS.COM





FortiCare Services

Technical Support, Advanced Support, and Professional Services



Hit the ground running with new capabilities

Fast-track return on investment with streamlined migration and deployment



Get expert help when you need it

Accelerate incident resolution and maximize efficacy with 24x7 assistance from technical experts



Enhance your security with tailored guidance

Increase productivity and avoid incidents with operational reviews, account planning, and upgrade assistance

Confidence in Your Investment

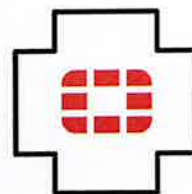
Businesses are making huge investments in security and Fortinet Security Fabric technologies to provide essential services critical to securing their most valuable assets. Organizations often lack the in-house expertise or resources for initial deployment, product support, and ongoing operations. At Fortinet, we understand these challenges and provide FortiCare Services to thousands of organizations every year to address them.

We want organizations to feel confident that they are maximizing the value of their investments quickly and realizing efficiency and efficacy gains over time. Whether migrating to a Fortinet FortiGate Next-Generation Firewall (NGFW), implementing software-defined wide area networking (SD-WAN) to protect your branch locations, or automating security operations functions, we will work with you to match the proper services with your unique business needs. We are dedicated to your success and provide the expertise you need when you need it.

Services

FortiCare Support Services is per-device support services, and it provides customers access to over 1,900 experts to ensure efficient and effective operations and maintenance of their Fortinet capabilities. Global technical support is offered 24x7 with flexible add-ons, including enhanced service level agreements (SLAs) and premium hardware replacement through 200+ in-country depots.

Advanced Support is account-based services, and provides high-touch account management and business guidance through designated resources to meet the needs of enterprises and service providers. Additionally, Enterprise Support Agreements (ESAs) are available to simplify consumption of the services.



Expertise at Your Service

- 24x7 global support
- 1,900+ NSE and industry-certified global resources
- 3 regional centers of expertise
- 20 support centers
- 40 regional depots
- 200+ in-country depots
- 4-hour expedited hardware replacement availability

FortiCare Worldwide 24x7 Support

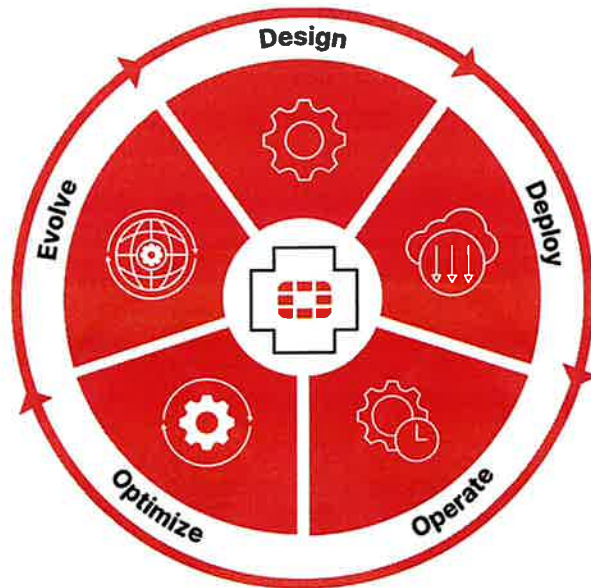
fortinet.com/support/contact



Professional Services provides accelerated implementation and configuration optimization through QuickStart or custom engagements leveraging the services of highly skilled experts to promote first-time accuracy and avoid costly post-deployment issues.

The Journey

Adopting new technologies is not a project with a start and a finish. Instead, it is a journey from design and deployment to operations, optimization, and evolution. Fortinet has you covered every step of the way, freeing up your resources to focus on your business.



Feature Highlights: Technical Support

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. 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 the needs of different devices, 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

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.

FortiCare Premium

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

FortiCare Elite services offers enhanced service-level agreements (SLAs) and accelerated issue resolution. Handled by the best available technical experts, providing you with the highest level of service. This option also provides Extended End-of-Engineering-Support (E-EoS) of 18 months for added flexibility and access to the new FortiCare Elite Portal. The Proactive Device insights portal offers a unified view and provides recommendations to help you improve security and device health.



FortiCare Service Offerings

FortiCare Features	Per-Device Service Options		
	FortiCare Elite	FortiCare Premium	FortiCare Essential
Response time (critical issues)	15 minutes	1 hour	Next business day
Response time (non-critical issues)	2 business hours	Next business day	Next business day
18-month extended end of support for selected products with long-term supported (LTS) release*	✓	-	-
Device insights and monitoring portal**	✓	-	-
Web support	✓	✓	-
Telephone support	✓	✓	-
Online support tools	✓	✓	✓
RMA	Standard RMA (Advanced Replacement)	Standard RMA (Advanced Replacement)	Return & Replace Only
Optional add-on priority RMA eligible?	Yes	Yes	No
Optional add-on secure RMA eligible?	Yes	Yes	Yes
Firmware updates	✓	✓	✓
Asset Management Portal	✓	✓	✓

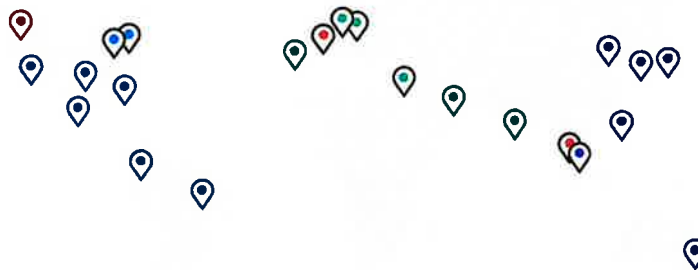
*Engineering will provide patches in accordance with the life-cycle policy

**Available for FortiGate only

FortiCare Services are provided by the support teams located across 20 regional Technical Assistance Centers (TACs) and three regional Centers of Excellence (CoE). Fortinet also provides Priority RMA and Secure RMA Services to meet our customers' availability and security needs.

Please see [Priority RMA and Secure RMA Services](#) for more information.

Fortinet Technical Assistance Centers



- Regional COE:**
- Vancouver
 - Sophia Antipolis
 - Kuala Lumpur

- AMER Regional TAC:**
- Ottawa
 - Chicago
 - Sunnyvale
 - Plano
 - Sunrise
 - Mexico City
 - Bogota
 - Uberlandia

- EMEA Regional TAC:**
- Bangalore
 - Dubai
 - Frankfurt
 - Prague
 - Lisbon
 - Tel Aviv

- APAC Regional TAC:**
- Beijing
 - Sydney
 - Seoul
 - Tokyo
 - Manila
 - Singapore



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.

community.fortinet.com

Feature Highlights: Advanced Support

For enhanced security and tailored guidance, FortiCare Advanced Support gives you direct assistance from technical experts who know your business and can help accelerate issue resolution. With designated account management and service delivery, you can focus on your business while we focus on your success.

Entitlements vary by level but can include:

Designated Advanced Technical Support	for focused resolution of incoming technical support issues.
Service Relationship Management	annual service and performance review. Quarterly operational review to cover technical ticket statistics, quality issues, overall ongoing ticket analysis, product life cycle, ongoing activity, and 90-day project planning.
Root-Cause Analysis	of critical incidents (Priority-1 and Priority-2) related to Fortinet appliances.
Upgrade Assistance	which may include software recommendation, upgrade testing, and planning assistance.
Advanced Service Points	for remote after-hours assistance, product upgrade assistance, and software recommendations.
Annual Training Package	including NSE 4 and NSE 5 training and certification vouchers.

5

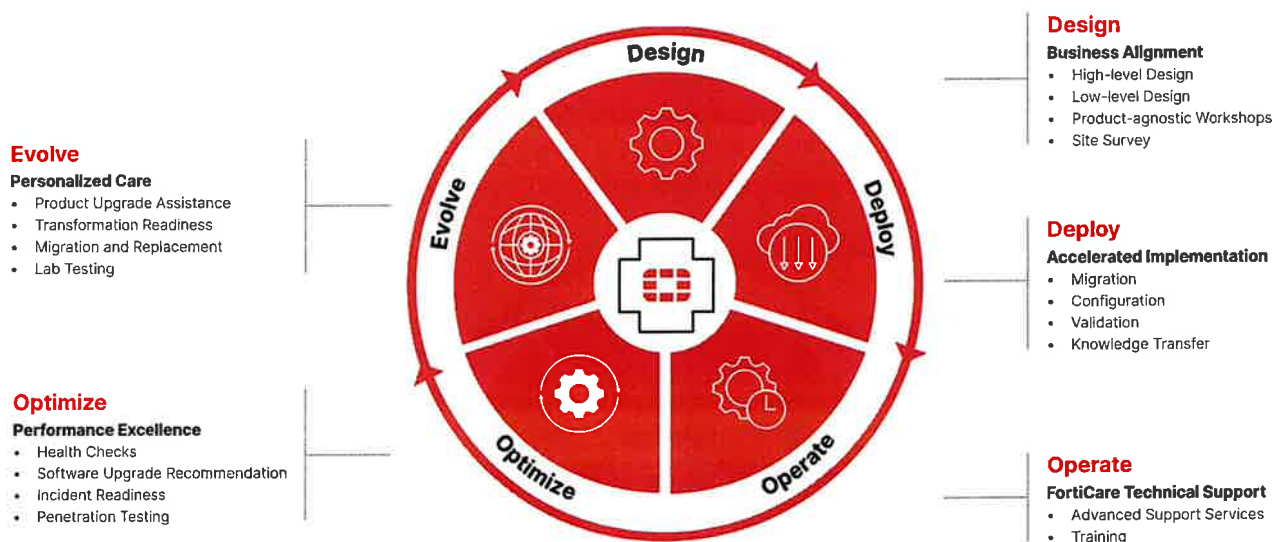
In addition, Pro Global and Pro Plus Global are available to extend the geographical coverage of the service. These services provide a designated Technical Account Manager per manager covering EMEA, Americas, and Asia Pacific.

Please see [Advanced Support Services](#) for more information.

Feature Highlights: Professional Services

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.

Professional Services provides Design, Deploy, Operate, Optimize, and Evolve services. In addition, Professional Services also offers product-agnostic consulting services.



Key benefits to engaging Fortinet Professional Services:

Faster Time-to-Value

Hit the ground running with new capabilities, achieve faster time-to-value with streamlined expert deployment of Fortinet products and solutions.

Increased Service Uptime

Achieve increased uptime by leveraging subject matter experts who can proactively review changes, performance, and policies for reliability and sustained security.

Access to Industry Expertise

Supplement in-house teams with dedicated resources that can bring industry expertise to perform upgrades or handle technical incidents.

Increased Productivity

Increase staff productivity by offloading redundant operational tasks including configurations to Fortinet domain experts who know your business

Please see [Professional Services](#) for more information.



Cybersecurity Advisory and Consulting Services allows our experts to partner with business leaders, helping organizations be at their best through this ever-changing environment. Fortinet experts discover existing security posture elements through a vendor-agnostic approach; align findings to business goals, strategic objectives, and compliance requirements; and guide existing projects and future planning toward framework maturity.



Discover

Business Goals
Security Posture
Systems/Objectives



Align

Security Framework
Compliance Requirements
Strategic Objectives



Guide

Architectural Design
Operational Practices
Maturity Roadmap

FortiGuard Labs Consulting

Consulting services are designed to help your organization address your specific threat landscapes and improve your organization's ability to use threat intelligence to meet that challenge. These services leverage the expertise and experience of the FortiGuard Labs team and provide the answers to the questions organizations are asking most:



Threats

What are the most important threats that I should focus?



Environment

Is my environment as secure as it needs to be?



Operations

Are my people properly trained to defend us against the threats we face?

Please see [FortiGuard Labs Advisory Services](#) for more information.



www.fortinet.com

FortiGate Subscriptions and FortiGuard Bundles



FortiGuard AI-powered Security Services offer a comprehensive array of security capabilities to protect networks, files, web usage, devices, data, and SaaS applications, against a broad set of threats including ransomware, malware, unknown, known, 0-day threats as well as previously unseen and emerging AI-based threats including promptware and data loss/exfiltration. Additionally, these services also provide security capabilities for enhanced NOC and SOC operations in real-time.



Imagine a pyramid representing your organization's attack surface. To effectively address your security needs, start by identifying the threats most relevant to your organization. Then, build your security strategy by selecting services that provide the appropriate coverage level for each attack surface pyramid layer. Crucially, this understanding of your threat landscape empowers you to make informed decisions about the security services you need, ultimately guiding you towards the right service bundles for your organization.

FortiGuard Bundles: Comprehensive Security, Flexible Options Precisely Tailored to Meet Your Security Needs

FortiGuard AI-Powered Security Services offer the flexibility to tailor protection against modern AI-powered and critical threats across your entire attack surface while ensuring compliance and a high security posture. Choose from three curated bundles, each designed to address your needs while delivering maximum value: the ENT bundle for comprehensive attack surface security, the UTP bundle for essential web/network defense, and the ATP bundle as a powerful first line of defense.

FortiGuard Bundle Core Elements

Network & File Security: consists of IPS to monitor network traffic, analyzes for malicious content, and uses AI/ML for real-time threat detection with virtual patching, while antimalware offers real-time defense against all threats, enhances protection through threat intelligence, and provides multilayered security. Application Control enhances security compliance and offers real-time application visibility.

Web & DNS Security: offers URL filtering, which stops web-based threats, blocks malicious sites and content, and checks email links for potential threats. IP address reputation and anti-botnet /C2 service prevents botnet communication with remote servers, blocks DDoS attacks from known sources, and offers “set and forget” functionality. DNS security defends against DNS attacks, encrypts DNS traffic for user privacy, and ensures DNS reliability with FortiGuard DNS filtering. Additionally, it includes DNSSEC, DNS tunneling blocking, and protection against DNS flood attacks; and defends against DoS/DDoS attacks. Also includes video filtering for granular control over access to YouTube content.

Data & SaaS Security: consists of network data loss protection (DLP), which ensures visibility and protection of data (data loss/exfiltration) in transit across networks. The inline CASB service, secures SaaS applications in use, providing broad visibility and granular control over SaaS access, usage, and data.

Attack Surface Visibility and Compliance: The FortiGuard Attack Surface Security Service provides continuous, compliance-ready monitoring of your Fortinet Security Fabric infrastructure. It calculates your overall security posture rating by scoring controls against vulnerabilities, misconfigurations, and sub-optimal settings and offers remediation guidelines for compliance. Full visibility, facilitated through the Security Fabric, extends to IoT devices, where the service automates discovery, segmentation, and enforcement to effectively reduce the attack surface.

Zero-day protection: available on all NGFWs. Inline malware prevention (ILMPS), included in the Enterprise Protection bundle or separately à la carte provides inline malware protection against unknown files and zero-day threats in real-time, offering sub-second verdicts. The built-in MITRE ATT&CK® matrix accelerates investigations, reducing breaches and security overhead. It focuses on comprehensive defense by blocking unknown threats while streamlining incident response efforts. Note: Zero-day threat detection is included in ATP and UTP bundles through cloud-based sandbox services.



Choose from our strategically curated high-value bundles tailored to meet your unique business requirements and budgets. You can alternatively customize your security strategy by ordering individual services à la carte.

All bundles include FortiCare Premium Technical Support services featuring 24x7x365 availability



Product Offerings

For FortiGate hardware, virtual machines, and software-as-a-service (SaaS):

FortiGuard Security Services

INDIVIDUAL / BUNDLES					
NETWORK SECURITY	A LA CARTE	ENTERPRISE	UTP	ATP	SD-WAN
IPS	✓	✓	✓	✓	
IPS	✓	✓	✓	✓	
Malicious/Botnet URLs	✓	✓	✓	✓	
FILE CONTENT SECURITY					
ADVANCED MALWARE PROTECTION (AMP)	✓	✓	✓	✓	
Antivirus (AV)	✓	✓	✓	✓	
Botnet Domains	✓	✓	✓	✓	
Mobile Malware	✓	✓	✓	✓	
Virus Outbreak Protection	✓	✓	✓	✓	
Content Disarm & Reconstruct*	✓	✓	✓	✓	
AI-based Heuristic AV	✓	✓	✓	✓	
FortiGate Cloud Sandbox	✓	✓	✓	✓	
ZERO-DAY THREAT PROTECTION					
AI-BASED INLINE MALWARE PREVENTION	✓	✓			
WEB & DNS SECURITY					
URL, DNS & VIDEO FILTERING	✓	✓	✓		
URL Filtering	✓	✓	✓		
DNS Filtering	✓	✓	✓		
Video Filtering*	✓	✓	✓		
Anti-Botnet and C2 Service		✓	✓		
Malicious Certificate	✓	✓	✓		
ANTI-SPAM					
DATA & SAAS POSTURE					
DLP	✓	✓			
ATTACK SURFACE SECURITY					
IoT Device Detection		✓			✓
IoT Vulnerability Correlation		✓			✓
Security Rating		✓			✓
Outbreak Check		✓			✓
OPERATION TECHNOLOGY SECURITY					
OT SECURITY					
OT Device Detection	✓				
OT vulnerability correlation & Virtual Patching	✓				
OT Application Control and IPS	✓				

* Not available for FortiGate e/FortiWiFi 40F, 60E, 60F, 80E, 90E series, and FGR-60F series with from 7.4.4 onwards. Not available on FortiGate/FortiWiFi 30G and 50G series in any OS build.

SD-WAN and SASE Services

INDIVIDUAL / BUNDLES					
	A LA CARTE	ENTERPRISE	UTP	ATP	SD-WAN
SD-WAN Underlay and Application Monitoring Service					✓
SD-WAN Overlay Orchestration Service					✓
SD-WAN Connector for FortiSASE Secure Private Access					✓
FortiSASE starter kit for n users					✓
FortiGate Cloud 1 year cloud-based log retention					✓
FortiTelemetry Cloud					✓

Only supported on F-series and G-series FortiGate models starting with the 100F. See the FortiSASE Ordering Guide for supported models and their associated number of user licenses

NOC and SOC Services

INDIVIDUAL / BUNDLES					
	A LA CARTE	ENTERPRISE	UTP	ATP	SD-WAN
FortiConverter Service	✓	✓			
Managed FortiGate Service	✓				
FortiGate Cloud	✓				
FortiManager Cloud	✓				
FortiAnalyzer Cloud	✓				
FortiGuard SOCaaS	✓				

FortiCare Support Services and Included Services

INDIVIDUAL / BUNDLES					
	A LA CARTE	ENTERPRISE	UTP	ATP	SD-WAN
FortiCare Essentials	Desktop Models only				
FortiCare Premium	✓	✓	✓	✓	✓
FortiCare Elite	✓				
BASE UPDATES SERVICES (INCLUDED WITH ALL FORTICARE SUPPORT CONTRACTS)					
Application Control	✓	✓	✓	✓	✓
Inline CASB*	✓	✓	✓	✓	✓
Device/OS Detection	✓	✓	✓	✓	✓
GeolPs	✓	✓	✓	✓	✓
Trusted CA Certificates	✓	✓	✓	✓	✓
Internet Services & Botnet IPs	✓	✓	✓	✓	✓
DDNS (v4/v6)	✓	✓	✓	✓	✓
Local Protection	✓	✓	✓	✓	✓
PSIRT Check	✓	✓	✓	✓	✓
Anti-Phishing	✓	✓	✓	✓	✓
Timezone	✓	✓	✓	✓	✓

* Not available for FortiGate e/FortiWiFi 40F, 60E, 60F, 80E, 90E series, and FGR-60F series with from 7.4.4 onwards. Not available on FortiGate/FortiWiFi 30G and 50G series in any OS build.



Product Details

These tables contain the service descriptions and use cases:

SERVICE DESCRIPTION		USED IN 7.6
FORTIGUARD SECURITY SERVICES		
IPS		
IPS	FortiOS IPS features use signature-based detection and protocol analysis to identify and block malicious traffic, enhancing network security and threat response.	IPS Profile, IPS Signature and Filters
Malicious/Botnet URLs	Local URL database (DB) for drive-by exploits detection, updates IPS signatures with known malicious URLs, enabling detection and blocking of web-based threats, including botnet C&C communications and malware downloads.	IPS Profile, Block malicious URLs
ADVANCED MALWARE PROTECTION (AMP)		
AV	AV signatures and engine updates provide regular updates on known virus and malware patterns, enabling detection and blocking of threats in real-time.	AV profile, AV scan
Botnet Domains	Static domain Based classification and detection of malicious botnet domains.	DNS Filter, Redirect botnet C&C requests to Block Portal
Mobile Malware	Detects and blocks malware threats to mobile devices, utilizing signature-based detection and behavioral analysis to safeguard these devices and prevent data breaches	AV profile, Include mobile malware protection
Virus Outbreak Protection	Enhanced AV protection by querying malware hash signatures from FortiGuard's Global Threat Intelligence servers, enabling real-time zero-day threat detection before signatures arrive	AV profile, Virus Outbreak Prevention
Content Disarm & Reconstruct	Detects and removes malicious code from files, reconstructing clean files to prevent threats, while maintaining original file functionality and format, supporting various file types and protocols.	AV profile, Content Disarm and Reconstruction
AI-based Heuristic AV	Up-to-date heuristic AV Engine utilizes machine learning algorithms to detect unknown malware, analyzing file behavior and characteristics to identify and block threats in real-time, enhancing antivirus protection	CLI, "set machine-learning-detection"
FortiGate Cloud Sandbox	Submit files for advanced threat detection, analyzing files and URLs in a cloud-based environment, using behavioral analysis and machine learning to identify unknown threats	AV profile, Send Files to FortiSandbox for Inspection
AI-powered Cloud Sandbox	Provides inline protection against unknown/0-day threats - holding a file for up to 50 seconds for the verdict to be returned and based on it, files can either be blocked or released	AV profile, send files to FortiSandbox for inspection, scan strategy to inline
URL, DNS & VIDEO FILTERING		
Anti-botnet + C2 Service	Dynamic detection - real-time query based or domain list based blocking of malicious remote and C2 servers.	
URL Filtering	Categorizes billions of web pages, enabling users to block or allow access, with over 45 million website ratings, enhancing web filter features and providing real-time protection.	Web filter, FortiGuard filter
DNS Filtering	Blocks malicious domains and applies category-based filtering, using a vast DB of known malicious and unwanted domains, to prevent DNS-based threats and enforce internet use policies	DNS Filter, FortiGuard Category Based Filter
Video Filtering	Categorizes and blocks access to videos based on FortiGuard categories, enabling control over video content, including YouTube and other video platforms, to enforce internet use policies	Video Filter, Video Filter Profile
Malicious Certificate	A dynamic package that maintains a fingerprint-based certificate blacklist, enabling the blocking of botnet communication that uses SSL, helping to prevent malware and IPS bypass attempts	SSL/SSH Inspection Profile, Blocked Certificates
Anti-Spam	Consults FortiGuard servers to help identify spammer IP address or emails, known phishing URLs, known spam URLs, known spam email checksums, and others	Email filter profile, FortiGuard spam filtering
DLP	Comprehensive DB of predefined patterns to detect sensitive data such as credit card numbers, helping to prevent data breaches and unauthorized disclosure.	DLP profile, dictionaries
ATTACK SURFACE SECURITY		
IoT Device Detection	Up-to-date devices signature package which is used to identify and provide metadata of IoT devices. This service also query FortiGuard servers for devices that are not detected by the local Device Database or by the IoT Detection signatures	Device Detection on an interface
IoT Vulnerability Correlation	Enable mitigation of vulnerability exploits against IoT devices by supporting application of specific virtual patches on the FortiGate	NAC Policy, device patterns' category = Vulnerability, also Virtual patching profile
Security Rating	The security rating uses real-time monitoring to analyze your Security Fabric deployment, identify potential vulnerabilities, highlight best practices that can be used to improve the security. This subscription provides addition checks beyond the free base set provided	Security Rating
Outbreak Check	Add-on Security Rating checks that sourced from FortiGuard Outbreak alerts, which identify outbreaks of security incidents and exploits. This helps provide information and remediation methods within the Security Rating module.	Security Rating



SERVICE DESCRIPTION		USED IN 7.6
OT SECURITY		
OT Device Detection	Up-to-date devices signature package which is used to identify and provide metadata of OT devices.	Device Detection on an interface
OT vulnerability correlation & Virtual Patching	Enable mitigation of vulnerability exploits against OT devices by supporting application of specific virtual patches on the FortiGate	NAC Policy, device patterns' category = Vulnerability, also Virtual patching profile
OT Application Control and IPS	Additional signatures for industrial applications and protocols.	Application Control and IPS profiles
SD-WAN AND SASE SERVICES		
SD-WAN Underlay and Application Monitoring Service	Underlay setup assistant leverages Fortinet best practices to make SD-WAN setup easier and more efficient. Underlay monitoring dashboard empowers customers to monitor underlay performance and application performance from a single intuitive dashboard. Speed test tool with performance SLA database provides a convenient and accurate way to measure bandwidth speeds, helping users optimize SD-WAN configuration and ensure reliable network performance. FortiTelemetry SaaS monitoring (7.6.3+) provides application layer monitor to get real end user's experience.	CLI: execute speed-test FortiTelemetry (7.6.3+) profile
SD-WAN Overlay Orchestration Service	Simplifies SD-WAN overlay network provisioning with a GUI wizard, enabling secure and efficient connectivity between branches and data centers through dynamic path optimization and shortcut tunnels.	Access via https://overlay-as-a-service.forticloud.com
SD-WAN Connector for FortiSASE Secure Private Access	This license allows FortiSASE to connect to a FortiGate SD-WAN network as a new spoke.	Refer to KB article 293562
FortiSASE starter-kit for n users	Includes a connector license and a SASE starter kit for FortiSASE Standard with certain number of user licenses. See the FortiSASE Ordering Guide for supported models and their associated number of user licenses.	FortiSASE portal
FortiGate Cloud 1 year cloud-based log retention	The free version of FortiGate Cloud only keeps logs for 7 days, this subscription extends that storage to one full year	FortiGate Cloud portal
FortiTelemetry Cloud	Cloud-based analytics engine that processes data collected from your endpoints (computers/devices) to measure how well applications are performing.	CLI: config system global, set telemetry-controller enable
NOC AND SOC SERVICES		
FortiConverter Service	FortiConverter Service for one time configuration conversion	
Managed FortiGate Service	Available 24x7, with Fortinet NOC experts performing device setup, network, and policy change management.	
FortiGate Cloud	Management, Analysis, and 1 Year Log Retention.	
FortiGuard SOCaaS	24x7 cloud-based managed log monitoring, incident triage and SOC escalation service.	
BASE UPDATES SERVICES (INCLUDED WITH ALL FORTICARE SUPPORT CONTRACTS)		
Application Control	Use for Identifying applications with precise signatures, enabling granular policy enforcement, improved security, and optimized network performance, covering a wide range of applications and protocols.	Application Control Profile
Inline CASB	Real-time updated definitions support Inline CASB security profile used in firewall policies to enables visibility, control, and security for cloud-based applications.	Inline CASB Profile
Device/OS Detection	Allows FortiOS to monitor networks and gather information about devices operating on those networks. These information is then made available on GUI, providing deep visibility to users.	Interfaces. Device Detection and Assets & Identities dashboard
GeoIPs	A database that maps IP addresses to geographical locations, enabling FortiGate to enforce geo-based policies, block traffic from specific countries, and meet compliance requirements, with regular updates for accuracy.	Policy & Objects, Addresses
Trusted CA Certificates	This database comprises of popular and default trusted CA Certificates so it can be excluded from the action to take when a server certificate is not issued by a trusted CA.	SSL/SSH Inspection profile, Untrusted SSL certificates
Internet Services & Botnet IPs	The Internet Service Database is a comprehensive public IP address database that combines IP address range, IP owner, service port number, and IP security credibility. It also hosts list of Botnet IPs.	Firewall, policy, Destination, Internet Service and IPS, Botnet C&C, scan outgoing connections to botnet sites
DDNS (v4/v6)	A hosted service entitlement that enables FortiGate to maintain accurate domain-name-to-IP-address mappings, supporting dynamic IP addresses and ensuring reliable connectivity for remote access and VPNs.	Network, DNS, Dynamic DNS
Local Protection	A virtual patching solution that enables Fortinet to push a subset of IPS signatures to protect FortiGate management interfaces (GUI/SSH) from vulnerabilities, without requiring an upgrade.	CLI, "config firewall local-in-policy", "set virtual-patching enable"
PSIRT Check	Enhances Security Rating with this add-on package, identifying PSIRT vulnerabilities of connected Fabric devices, then encourage administrators to updating any affected devices.	Security Rating and various alerts on GUI
Anti-Phishing	Pre-defined username and password field patterns for credential phishing prevention scanning under web filtering feature.	CLI, "config webfilter profile", "config antiphish"
Timezone	Dynamically updated IANA timezone database	N/A



Other Offerings

Important Add-ons

INDIVIDUAL / BUNDLES	
FortiDeploy	Add-on (1 unit per P.O. to route all FortiGates for Zero Touch provisioning)
FortiAnalyzer Cloud Storage Top-up	Add-on

Order Information

The following provides an example for the FortiGate 60F:

Bundles

SKU	
HARDWARE AND SERVICE BUNDLES	
FG-60F plus Enterprise Bundle	FG-60F-BDL-809-DD
FG-60F plus UTP Bundle	FG-60F-BDL-950-DD
SERVICE BUNDLES	
Enterprise Bundle	FC-10-0060F-809-02-DD
UTP Bundle	FC-10-0060F-950-02-DD
ATP Bundle	FC-10-0060F-928-02-DD
SD-WAN Bundle	FC-10-0060F-1337-02-DD

A La Carte

SKU	
HARDWARE AND SUPPORT	
FG-60F	FG-60F
24x7 FortiCare Support	FC-10-0060F-247-02-DD
A LA CARTE - FORTIGUARD SECURITY SERVICES	
IPS	FC-10-0060F-108-02-DD
AMP	FC-10-0060F-100-02-DD
Web Security	FC-10-0060F-112-02-DD
AI-based Inline Malware Prevention	FC-10-0060F-577-02-DD
OT Security	FC-10-0060F-159-02-DD
A LA CARTE - NOC/SOC SERVICES	
FortiGate Cloud	FC-10-0060F-131-02-DD
FortiAnalyzer Cloud	FC-10-0060F-585-02-DD
Managed FortiGate (NOC)	FC-10-0060F-660-02-DD
SOC-as-a-service (including FortiAnalyzer Cloud)	FC-10-0060F-464-02-DD
FortiConverter Migration Service	FC-10-0060F-189-02-DD
Bandwidth Monitor Service	FC-10-0060F-288-02-DD
FREQUENTLY ORDERED TOGETHER	
FortiDeploy (order 1 unit per Purchase Order to route all devices to FortiDeploy ZTP portal)	FDP-SINGLE-USE
FortiAnalyzer Cloud Log Storage Add-on (FC1/FC2/FC3 = 5/50/500 GB/day add-on to cloud account)	FCx-10-AZCLD-463-01-DD





Frequently Asked Questions

How does the ordering process work?

Consider in three parts:

New Order. Order one of the following:

- Hardware with a bundle that includes FortiCare and FortiGuard services.
- Hardware only (a la carte) and add FortiCare and FortiGuard services to it.

Renew Services

You can order service renewals as bundles or a La Carte and applied to the device under the FortiCare account. Services will be extended based on the contract purchased.

NOTE: Renewal services purchased with a FortiCare quote ID generated by Disti are automatically registered to the serial number.

Add Services to an Existing Unit

Normally, customers want to align the end date, so that all components (existing and new) renew/expire together. This can be performed with a co-term. You can request a co-term quotation to your Fortinet-authorized partner.





Fortinet Training and Certification

Security Operations (SOP)- 2 Days Training

Explore the practical use of Fortinet security operations solutions to detect, investigate, and respond to Advanced Persistent Threats (APTs). With the hands-on labs, helps understand how to execute advanced threats, how threat actors behave, and how security operations handle such threats.

Web Application Security (WAS) - 1 Day Training

Explore web application threats and countermeasures focused on Fortinet solutions. This course will guide you from the very motivations of attacks on web applications through to understanding and executing attack techniques, recognizing such attacks, and, finally, configuring Fortinet solutions to mitigate them.

Malware Analysis (MWA) - 2 Days Training

Explore practical use of 3rd party (open source), Fortinet solutions for malware analysis, the fundamental concepts of malware analysis, perform basic analysis using open-source tools, and leverage Fortinet solutions for advanced and automated malware analysis.

Threat Hunting (FTH) - 3 Days Training

Explore the practical use of Fortinet solutions as threat intelligence and threat hunting platforms, explore fundamental concepts about cyber threat intelligence and how to leverage Fortinet solutions to perform threat intelligence management (collection, enrichment, and so on) and threat hunting.

Ordering Information

SKU	DESCRIPTION
FT-PRIVATE / FT-PRIVATE-MIN	Contact regional training team for quote.
FT-CST-WAS-LAB	On-demand self-paced labs
FT-CST-MWA-LAB	

Certification

No certification

Course Description

For more information about prerequisites, agenda topics and learning objectives, please refer to the course description at:

COURSE	LINK
Security Operations	https://training.fortinet.com/local/staticpage/view.php?page=library_security-operations
Web Application Security	https://training.fortinet.com/local/staticpage/view.php?page=library_web-application-security
Malware Analysis	https://training.fortinet.com/local/staticpage/view.php?page=library_malware-analysis
Threat Hunting	https://training.fortinet.com/local/staticpage/view.php?page=library_threat-hunting

www.fortinet.com

Copyright © 2026 Fortinet, Inc. All rights reserved. Fortinet®, FortiGate®, FortiCare® and FortiGuard®, and certain other marks are registered trademarks of Fortinet, Inc., and other Fortinet names herein may also be registered and/or common law trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Performance and other metrics contained herein were attained in internal lab tests under ideal conditions, and actual performance and other results may vary. Network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment by Fortinet, and Fortinet disclaims all warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's SVP Legal and above, with a customer, that expressly warrants that the identified product will perform according to certain expressly-identified performance metrics and, in such event, only the specific performance metrics expressly identified in such binding written contract shall be binding on Fortinet. For schedule of such warranty, please refer to the Fortinet website. This warranty will be limited to performance in the same ideal conditions as in Fortinet's internal lab tests. Fortinet disclaims in full any covenants, representations, and guarantees pursuant hereto, whether express or implied. Fortinet reserves the right to change, modify, transfer, or otherwise revise this publication without notice, and the most current version of the publication shall be applicable.