

European Electronique Fortinet Support Service Offering



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FORTINET®

EE Fortinet Support Services

EE's Fortinet Support Service provides customers with peace of mind for the following products:



- **FortiGate**



- **FortiManager**



- **FortiAnalyzer**



- **FortiSwitch**



- **FortiAP**



- **FortiExtender**



- **FortiClientEMS**

This service ensures that all appliances are kept up to date and that our customers are compliant with all legal and regulatory requirements.

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EE Fortinet Support Services

Health Check

At the commencement of the service, EE will conduct a comprehensive firewall and security health check of the Fortinet appliance. This assessment will include a detailed review of the existing configuration settings, as well as an evaluation of the current backup procedures in place.

Following the health check, EE will provide the customer with a set of tailored recommendations and expert advice aimed at enhancing the overall security posture and operational efficiency of the Fortinet appliance.

Should the customer wish to proceed with the implementation of the recommended improvements, these can be arranged as an additional, separately chargeable service.

EE Fortinet Support Services

Health Check

1) Review the firewall's physical installation; including but not limited to:

- Physical installation
- Mains Power

2) Review the firewall platform Including but not limited to:

- Software revision (Operating System/OS version, upgrades, and patches)
- System Date and Time
- Central Processing Unit (CPU) and Memory utilization
- Admin accounts
- Security features and licensing
- Interfaces
- Virtual Private Network (VPN) Structure
- Routing rules
- Logging and Alerting
- 3rd party integration review
- Network connectivity, integration, and positioning

3) Review firewall policies, including the related features that are used in the policy;

- Security profiles
- Objects
- Network Address Translation (NAT)
- Secured Socket Layer (SSL) inspection
- Traffic shaping

EE Fortinet Support Services

Health Check

4. Finally, submit a comprehensive report including the following;

- Executive Summary
- Documentation of your organisation's environment limited to the scope of the firewall healthcheck
- Detailed findings (i.e., what should be, the current state and the reason for the difference)
- Risk assessment (i.e., consequences or effect)
- Recommendations (i.e., corrective action plans)

EE Fortinet Support Services Maintenance



Following the initial health check EE shall:

- Complete quarterly config backups.
- Provide post configuration change backups (if EE is informed of the change).
- Recommend software upgrades. (EE will notify customers when they are ready and agree a suitable time complete the upgrade. We will help customers stay on the latest firmware version for their firmware branch.
- Security patches - EE will contact customers when they are released and agree a time to apply them with you.
- Change Control – EE will provide the Customer with up to 5 remote configuration changes per month (see Configuration Support).

EE Fortinet Support Services

Incident Support

Instant access to experts if Customers are being attacked or if they think that something which should have been blocked has slipped through the net. (Does not include Firewall forensic investigation):

- Telephone and Remote Support
- Call Handling – EE manage the escalation of all calls that require escalation directly to Fortinet.
- Re-installation and reconfiguration – EE will provide remote support if a customer needs installation and reconfiguration assistance following a hardware failure replacement. (If a customer wishes EE to complete an onsite re-installation and reconfiguration, it can be purchased as a separate service).
- Availability – Services will be available during Business hours, Monday to Friday, 08:00 to 18:00.



EE Fortinet Support Services **Reporting**

- EE will support customers with the building of scheduled, automated reports that show them how their appliances are performing. (Customers must have FortiAnalyzer or a similar Fortinet logging module already installed)
- Alert analysis assistance
- We will provide customers with a quarterly report of the tickets they have logged with EE using this service



REPORT

EE Fortinet Support Services

Configuration support

- Create/Manage administrators
- AAA authentication
- FortiGate configuration backup/restore
- FortiOS upgrade /downgrade
- FGCP HA configuration /diagnostics
- VDOM creation /management
- SNMP configuration
- Network interfaces
- Static routes
- Dynamic routing (e.g. OSPF/BGP)
- Policy-based routing
- SNAT/DNAT
- DHCP client/server
- DNS client/server
- NTP client/server
- Anti-Virus
- Web Filtering
- Web Rating Overrides
- Web Profile Overrides
- DNS Filtering
- Intrusion Prevention (IPS)
- Application Control
- SSL inspection
- Configure site-to-site VPN tunnels
- Configure FortiAP wireless services



EE Fortinet Support Services

Pricing

Service Description	Unit Sell
Support Service - FortiGate	POA
Support Service FortiManager	POA
Support Service FortiAnalyzer	POA
Support Service FortiSwitch	POA
Support Service FortiAP	POA
Support Service FortiExtender	POA
Support Service FortiClientEMS	POA

Priced	Unit Sell
Consultancy Services	POA
Health Check (2 days)	POA

Advice and recommendations to improve the health of the Fortinet appliance will be provided following a Health Check. We can deliver the recommendations we suggest using our experts Solution Architects.

Pricing is based on individual site infrastructure requirements. Please contact European Electronique for a quotation: eesolutions@euroele.com