

# Fortinet Services

FortiGuard and FortiCare Services

Datasheet

## Comprehensive Support, Maintenance and Security Subscription Services

### FortiGuard™ Security Subscription Service

The Fortinet FortiGuard Security Subscription Service provides comprehensive antivirus, antispyware, antispam, intrusion prevention and Web content filtering capabilities to enable protection against blended threats. FortiGuard services are continuously updated by a 24x7 Global Threat Research Team possessing in-depth expertise in all security disciplines. The Global Threat Research Team enables Fortinet to deliver a combination of multi-layered security knowledge and provide true zero-day protection from new and emerging threats. FortiGuard services updates are delivered via a global distribution network to FortiGate, FortiMail, FortiClient PC and FortiClient Mobile products.

### FortiCare™ Product Support and Maintenance Services

The Fortinet FortiCare Support Service provides global support for FortiGate, FortiManager, FortiAnalyzer, FortiMail, FortiClient PC and FortiClient Mobile. Flexible 24x7 or 8x5 support options are available for system and product updates to meet customer requirements. Customer satisfaction and responsiveness is Fortinet's number one priority. With FortiCare services, customers can rest assured that their Fortinet security products are performing optimally and protecting their corporate assets with the best security technology at the best possible price.

### Key Solution Features and Benefits

• FortiGuard Services Automated Updates	Administrators spend less time keeping defenses up-to-date with the latest knowledge base of viruses, spyware, worms, vulnerabilities, exploits, spam and dangerous web content sites.
• Industry Leading Threat Response Time	Customers benefit from the earliest protection possible, resulting in less network downtime due to malware infections, intrusions or other attacks.
• Proactive Threat Library	Protection from current and emerging threats results in fewer losses due to ever-changing threats.
• 24x7 Operations	Customers benefit from getting the assistance needed, when it's needed.
• Global Threat Research Team	Security services content is created, updated and managed by a global team of Fortinet security professionals working around-the-clock, seven days-a-week to ensure that the latest attacks are detected and blocked.

### Fortinet's Global Threat Research Team

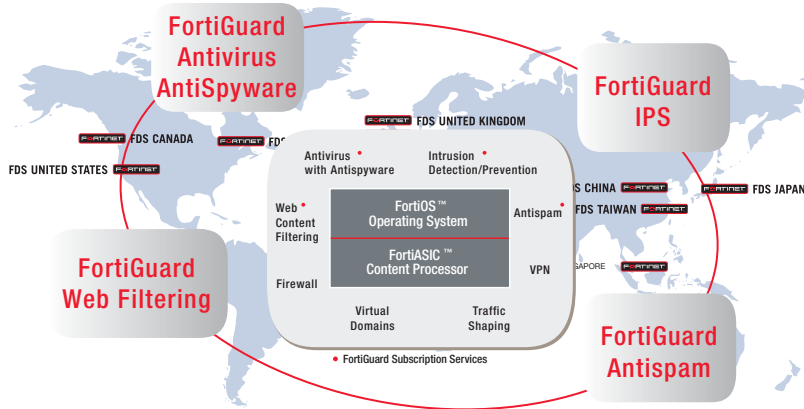
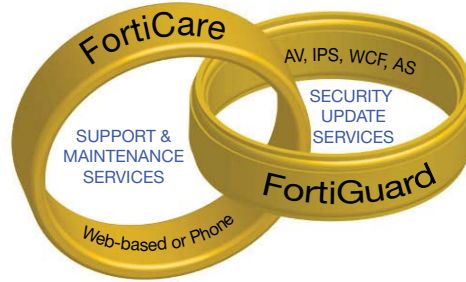
The Fortinet Global Threat Research Team is comprised of security professionals who produce detection and prevention capabilities within hours after detection of new and emerging threats. Fortinet Threat Research Team collaborates with the world's leading threat monitoring organizations to advise and learn of new malware and vulnerability discoveries. With team members located across the globe, surveillance and research is a 24x7 operation for continuous protection.



## Fortinet Services

### Fortinet Comprehensive Services

FortiGuard and FortiCare services are a powerful combination to ensure that the Fortinet product line comprehensively protects networks. FortiGuard and FortiCare ensure customers the best protection capabilities and product support.



### FortiGuard Distribution Network

The FortiGuard service relies on a secure global distribution network to deliver real-time updates of antivirus, antispyware, intrusion prevention, web content filtering and antispam updates to Fortinet products. The FortiGuard Distribution Network infrastructure is dispersed in highly secure data centers throughout the world.

### FortiGuard Center - Online Security Portal

FortiGuard Center is a comprehensive on-line resource providing a rich security knowledge base and technical resources including:

- Spyware, virus, intrusion prevention, web content filtering and antispam attack library
- Vulnerability encyclopedia provides detailed descriptions of popular operating systems and applications
- Virus, spyware, spam and dangerous Web URL Submission Service

FortiGuard center can be accessed at: <http://fortinet.com/FortiGuardCenter/index.html>

The screenshot shows the FortiGuard Center interface with a search bar and navigation menu. The main content area includes:

- Latest Threats:** A table listing threats such as W32/Straton.ii@mm, SymbOS/Cabr.Ftr, W97M/Kukudro.Mtr, DCE-RPC Server Service Buffer Overflow (MS06-040), and HTML5/Sbankphish.
- ADVISORIES:** 2006.August.08 Critical Vulnerability Affecting Microsoft Powerpoint and 2006.July.28 FortReporter Vulnerability.
- REPORTS AND NEWS:** 2006.September.01 The State of Malware Today and 2006.July.28 The State of Malware Today.
- SERVICES & RESOURCES:** Links to Antivirus, Intrusion Prevention, Web Filtering, Antispam, AV Premier Service, Virus Encyclopedia, IPS Encyclopedia, and FortiGuard Bulletin.
- RECENT VIRUSES:** List of recent virus detections like W32/PePatch.DW and W32/Opaserv.AA/worm.
- RECENT VULNERABILITIES:** List of recent vulnerabilities like E.StructuredGraphics.DoS and e00Networks SyslogServer...erflow.
- RECENT SPYWARE:** List of recent spyware detections like W32/Raser.B07 and W32/Small.DMAtr.dldr.
- RECENT PHISHING:** List of recent phishing attacks like HTML/Paylap.JY@phish and HTML/Nation@phish.
- RECENT MOBILE THREATS:** List of recent mobile threats like SymbOS/Commwarrior.C/worm and SymbOS/Cabr.Ftr.
- RECENT IM THREATS:** List of recent IM threats like W32/Opaku.D/worm.m and W32/Bropla.M/worm.m.
- VIRUS WORLD MAP:** A world map showing the global distribution of threats.
- ONLINE VIRUS SCANNER:** A tool for scanning files for viruses.
- URL LOOKUP:** A tool for checking if a URL is safe.
- UPDATE CENTER:** Shows update counts for Antivirus (6,947), Web Filtering (6,963), Intrusion Prevention (2,314), and AntiSpam (15,159 / 27,420).
- SPAM SUBMISSION:** A form for submitting spam emails.

## Fortinet Services

Support Services	FortiCare 8x5	FortiCare 24x7	Service Bundles
On-Line Tools (Web Support, Documentation) .. Yes.....	Yes	Yes	FortiCare and FortiGuard Service Bundles are Available.  <i>Please contact your Value Added Reseller (VAR) or Fortinet sales representative for more information.</i>
Firmware/Software Updates .....	Yes	Yes	
Web-based Technical Support .....	Yes	Yes	
Telephone-based Technical Support .....	8x5	24x7	
Hardware Replacement .....	Return & Repair	Advanced Replacement	

Security Content Subscriptions	FortiGate	FortiMail	FortiClient PC	FortiClient Mobile
FortiGuard Antivirus & Antispyware	Available	Available	Available	Available
FortiGuard IPS	Available	Not Available	Not Available	Not Available
FortiGuard Antispam	Available	Available	Available	Not Available
FortiGuard Web Filtering	Available	Not Available	Available	Not Available

### FortiGuard Security Subscription Service Features

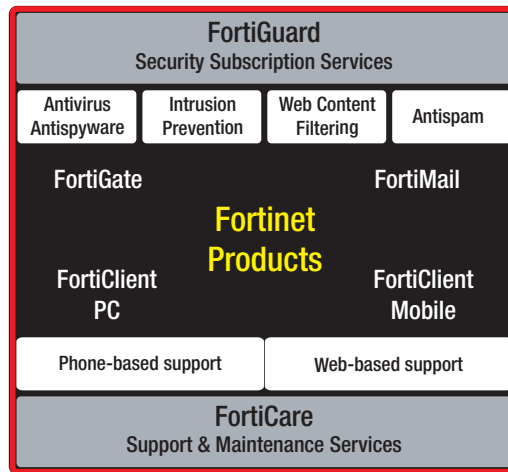
FortiGuard Services include:

- FortiGuard Antivirus / Antispyware Service**  
 Provides fully automated updates to ensure protection against the latest blended threats. With a global high speed distribution network, fast and reliable access to critical signature updates is guaranteed. A premium version of this service is available which offers guaranteed Service Level Agreements (SLAs) for malware threats.
- FortiGuard Intrusion Prevention Service**  
 Arms Fortinet customers with the latest defenses against stealthy malicious and suspicious network-based threats. Fortinet's Global Threat Research Team works with worldwide organizations around the clock to isolate the latest application and OS vulnerabilities – creating the latest detection and prevention technologies to keep customers one step ahead of the attackers.
- FortiGuard Web Content Filtering Service**  
 Enables Fortinet products to monitor and provide valuable insight into all web activities allowing customers to meet government regulations and enforce corporate internet usage policies. Massive web content rating databases power the industry's most accurate web content filtering service. A premium version of this service is available which offers a higher quota of URL submissions for rating.
- FortiGuard Antispam Service**  
 Using a collection of spam probes, the Fortinet Global Threat Research Team develops and maintains accurate lists of spammers and spam content. Advanced antispam detection capabilities provide greater protection than standard Real Time Blacklists (RBLs).

## FortiGuard Malware Threat Reponse Times are Consistently Best-In-Class

Threat	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
W32/Mitglieder.CB-tr	FORTINET 2/28/2005 20:48	MCAFFEE 3/1/2005 4:46	SYMANTEC 3/1/2005 8:21
W32/MyDoom.BE-mm	SYMANTEC 2/5/2005 16:39	FORTINET 2/21/2005 0:02	MCAFFEE 2/23/2005 8:17
W32/Sober.K-mm	FORTINET 2/21/2005 0:02	MCAFFEE 2/21/2005 4:27	SYMANTEC 2/21/2005 12:41
W32/MyDoom.AR-mm	MCAFFEE 1/20/2005 11:45	FORTINET 2/9/2005 12:22	SYMANTEC 2/10/2005 5:40
W32/Bropia.G-net	SYMANTEC 2/7/2005 11:19	FORTINET 2/7/2005 20:32	MCAFFEE 2/9/2005 9:36
W32/Bagle.Bk-mm	FORTINET 1/26/2005 21:15	SYMANTEC 1/27/2005 1:38	MCAFFEE 1/27/2005 1:45

Source: AVtest.org



## SERVICES OVERVIEW: FortiGuard Service provides the following features:

### ANTIVIRUS / ANTISPYWARE SERVICE

**Automated Content Updates:** Keeps defenses up-to-date with the latest virus, spyware, and heuristic detection engines.

**Proactive Threat Library:** Complete protection against all Wild List threats and thousands of popular operating system and application vulnerabilities.

**Simple Setup:** Fast implementation with no ongoing overhead for true "set and forget" functionality.

**Two-Way Updates:** Both Push and Pull updates provide the fastest possible update times.

**Device-based Licensing:** Licensing Significantly lowers entry cost and ongoing maintenance costs year over year.

### INTRUSION DETECTION & PREVENTION SERVICE

**Automated Updates:** Keeps intrusion detection and prevention defenses up-to-date with the latest attack signatures and detection engines.

**Comprehensive Intrusion Prevention System (IPS) Library:** Over 2000 signatures and the latest anomaly inspection, deep packet inspection, full content inspection, and activity inspection engines proactively updated on a daily bases.

**Flexible Policies:** Full control of all attack detection methods to suite the most demanding security applications.

**Two-Way Updates:** Both Push and Pull methods are supported to provide the fastest possible update times.

**Device-based Licensing:** Significantly lowers entry cost and ongoing maintenance costs year over year.

### WEB FILTERING SERVICE

**Granular Blocking & Filtering:** Provides fast and easy way to select Web categories to allow, log, or block.

**Comprehensive URL Database:** High accuracy and with greater rate of effectiveness over competitors.

**Device-based Licensing:** Low implementation cost with no per-user operational costs means significant cost savings.

**FortiGate Integration:** Absolutely no additional hardware or software required.

**Easy Setup:** Get up and running in minutes with minimal ongoing operational support.

### ANTISPAM SERVICE

**Dual Pass Detection Technology:** Significantly reduces the volume of spam email at the perimeter before it enters the corporate network, significantly reducing email attacks, infections and the number of irritating email.

**Customizable Policies:** Extreme flexibility with ability to set antispam filtering policies for each interface, department, or group of users.

**Device-based Licensing:** No per-user licensing costs results in significantly lower operational and capital cost when compared to other similar RBL type services.

**Simple Setup:** FortiGuard Antispam simplifies the task of implementing antispam technology with just a few clicks of your mouse.

**Flexible Deployment:** Can be enabled on FortiGate and FortiMail systems.

### TECHNICAL SUPPORT SERVICES

- On-line tools (Web Support Site, Documentation, Knowledge Base)
- Firmware/software updates
- Web-based technical support
- Telephone-based technical support

### STANDARD WARRANTY

- 1-Year Limited Hardware Warranty
- 90-Day Limited Software Warranty



**FORTINET™**

#### GLOBAL HEADQUARTERS

Fortinet Incorporated  
1090 Kifer Road, Sunnyvale, CA 94086 USA  
Tel +1-408-235-7700  
Fax +1-408-235-7737  
[www.fortinet.com/sales](http://www.fortinet.com/sales)

#### EMEA SALES OFFICE-FRANCE

Fortinet Incorporated  
120 Rue Albert Caquot  
06560 Sophia Antipolis, France  
Tel +33-4-8987-0510  
Fax +33-4-8987-0501

#### APAC SALES OFFICE-HONG KONG

Fortinet Incorporated  
Room 2429-2431, 24/F Sun Hung Kai Centre  
No.30 Harbour Road, WanChai, Hong Kong  
Tel +852-3171-3000  
Fax +852-3171-3008