

# Exclusive Assist

Covers Fortinet FG40F – FG101

## Exclusive Networks' unmatched support for SMBs

Cybersecurity threats do not discriminate based on the size of your business; they affect all sizes. Small and medium-sized businesses (SMBs), however, often face unique challenges - limited in-house expertise, resources, and time for implementation and support. At Exclusive, we recognize these challenges and have designed Exclusive Assist for Fortinet to not only simplify the complexity of implementation and support, but to go beyond. We provide supplementary assistance in consulting, configurations, reconfigurations, and ongoing support, ensuring that your business is armed against cyber threats in every possible way. With Exclusive Assist, you don't need to compromise on security; we'll keep your network robustly protected.

### What configuration consulting will Exclusive Assist cover?

Configuration assistance includes, but is not limited to:

- Adding additional firewall policies
- Creating a site-to-site VPN
- Creating a client to site VPN
- Creating a NAT rule
- Creating additional objects
- Adding routing statements
- Assistance registering the device with FortiCloud
- Software updates
- Connection of FortiSwitch and FortiAP



**Highly certified engineers**



**Available Mon – Fri, 9am – 5pm**



**Remote Implementation**



**Cost-Effective**

## What does Fortinet Assist include?

Exclusive Assist for Fortinet is an add-on to mandatory FortiCare Premium offered directly by Fortinet when you purchase Fortinet Firewall.

Service Features	FortiCare Premium	Exclusive Assist
RMA Advanced replacement	✓	
Web Support	✓	
Telephone Support	✓	
Firmware Updates	✓	
Asset Management Portal	✓	
Response Time (Critical Issue) 1 hour	✓	
Response Time (Non-Critical Issue) Next business day	✓	
Configuration consulting		✓
Remote technical support		✓
Concierge service for services request with Fortinet		✓
Remote configuration of the device		✓
Reconfiguration of the device due to change of environment		✓
10 remote configuration changes		✓
Remote help with product or license registration		✓
Assistance in the process of repair and replacement under the warranty with the manufacturer		✓
Escalation to manufacturer		✓