

Comprehensive Support, Maintenance and Security Subscription Services

FortiGuard® Security Subscription Service

The Fortinet FortiGuard Security Subscription Service provides comprehensive antivirus, 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

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| • 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

| 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

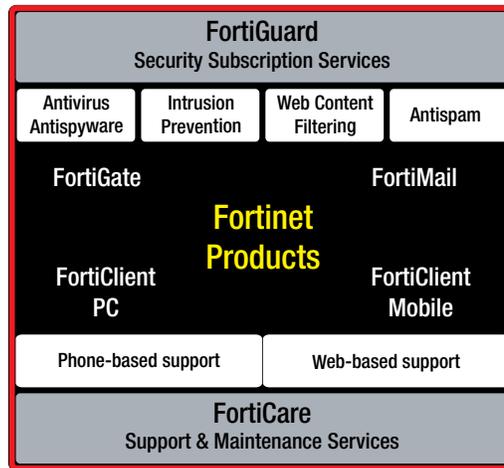
FortiGuard Services include:

- 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 Response Times are Consistently Best-In-Class

| Threat | 1 st | 2 nd | 3 rd |
|----------------------|-----------------------------|----------------------------|-----------------------------|
| 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.

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| <p>TECHNICAL SUPPORT SERVICES</p> <ul style="list-style-type: none"> • On-line tools (Web Support Site, Documentation, Knowledge Base) • Firmware/software updates • Web-based technical support • Telephone-based technical support | <p>STANDARD WARRANTY</p> <ul style="list-style-type: none"> • 1-Year Limited Hardware Warranty • 90-Day Limited Software Warranty |
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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

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-SINGAPORE
 Fortinet Incorporated
 3 Temasek Avenue, Level 21 Centennial Tower
 Singapore 039190
 Tel: +65-6549-7050
 Fax: +65-6549-7259

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