



Highlights

- Offers a single point of contact for multivendor network solutions, including remote and onsite support, parts logistics, and billing
 - Facilitate improved system availability through problem-source identification and resolution
 - Helps reduce costs and risks associated with supporting new Fortinet products in your environment
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IBM Managed Maintenance Solution for Fortinet products

Help reduce total cost of ownership through a single support provider

In today's IT environment, it is imperative that your network infrastructure is optimized for performance and efficiency. Many organizations take a "best-of-breed" approach to networks, resulting in multiple hardware vendors. Your organization may use Fortinet products, such as the market-leading FortiGate firewall solutions, as well as other network security solutions. But when there are problems in your multivendor environment, coordinating multiple original equipment manufacturer (OEM) contracts and isolating the problem source can be complex. You can simplify resolution by using a single point of contact to support Fortinet and other network products.

IBM® Hardware Maintenance Services – Maintenance for non-IBM products – Managed Maintenance Solution (MMS) for Fortinet products helps provide robust remote and onsite technical support for faster problem-source identification and resolution, as well as improved system availability. This IBM solution can serve as a single point of contact for Fortinet products and other network security products covered under a new or existing agreement with IBM. IBM works with Fortinet, via their Certified Service Partner Program, on issues that require Fortinet's Level 3 support.¹

Offering a single point of contact for multivendor network maintenance

IBM can serve as a single point of contact for multivendor network products, including remote and onsite support, parts logistics, and billing. There are a growing number of OEM companies supported by IBM as part of its multivendor portfolio. The more products you have supported by IBM, the fewer vendors and contracts you need to manage. IBM's services are designed to provide a more robust approach with the ability to look at your systems and how they interact, helping to arrive at a resolution more quickly while alleviating the burden on your in-house staff.



Helping improve systems availability by providing faster problem resolution

IBM specialists provide remote and local technical support for Fortinet and other covered original equipment manufacturer (OEM) products to help accelerate problem-source identification and resolution.

Through its global network of IBM Client Innovation Centers, IBM can provide around-the-clock capabilities and better service level options. In addition, IBM can implement faster shipping and delivery of replacement parts by stocking parts in specific geographies. And if Level 3 support is necessary, IBM can work with Fortinet—through Fortinet’s Certified Service Partner Program—to provide Level 3 support.

Helping reduce costs and risks associated with supporting Fortinet products

IBM offers competitive prices and provides contract personalization in terms of duration (yearly or multiyear) and payment (monthly, quarterly or financed). IBM’s services are designed to help increase your uptime and reduce costs and risks associated with downtime. Its services also help extend the life of existing equipment, helping you avoid the expense of new hardware. In addition, IBM can be your single source to procure Fortinet’s products along with maintenance and technical support.

Why IBM?

IBM can provide a virtually unparalleled global support infrastructure covering 127 different languages, and has extensive expertise as a manufacturer of hardware—along with three decades of experience providing multivendor support. IBM can function as a single point of contact for practically all its clients’ IBM and non-IBM technician support needs, including providing a single source to procure OEM products along with maintenance and technical support. IBM Technology Support Services (TSS) supports more than 1,000,000 networking devices worldwide.

For more information

To learn more about IBM Managed Maintenance Solution for Fortinet products, please contact your IBM representative or visit the following website: ibm.com/services/techsupport

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. IBM provides full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: ibm.com/financing



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1 Level 3 is the last line of support before a problem reaches product development. Under Fortinet’s Certified Service Partner Program, IBM has direct access to their Level 3 support, if needed.



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