ADISTEC PROFESSIONAL SERVICES

Fortinet® Consulting Package

DESCRIPTION

Adistec Professional Services offers a package of specialized consulting services for selected Fortinet® solutions on a time and materials basis to support our customers with tunning, technical inquiries, best practices, workshops, development of operational procedures and aid to improve their Fortinet® solution.

SCOPE OF OUR SERVICE

Service	→ Duration: 40 Hours → Validity: 3 Months → Time Split: 2 Hours → Remote Service
SLA	→ 8x5 → Response time: up to 48 business hours → Resolution time: "Best Effort"
Solutions Supported	→ FortiGate → FortiManager → FortiAnalyzer → FortiSwitch → FortiAP → FortiEMS → FortiClient

PART NUMBER

P/N	Description
APS-FRT-CP40	Fortinet® Consulting Package

LIMITATIONS AND OUT OF SCOPE

Certain configurations may require the client to have acquired the corresponding license, in case it does not have it this does not oblige Adistec to carry out the implementation or configuration of said features or modules and generates some partial refund to the client. Under the "Time & Materials" modality, Adistec is committed and responsible for the delivery of the consulting hours agreed upon as indicated in this section, however, it does not assure or guarantee the results to be obtained, nor the fulfillment of specific goals. The client assumes the responsibility of defining how the contracted hours will be used, as well as their management and the results to be obtained. The services will be carried out from Monday to Friday (business days) from 9 AM to 6 PM. Since the resolution time cannot be assured, APS agrees to use its best efforts to complete the service request as quickly and efficiently as possible. The minimum duration of a work session is as indicated, in case the activity consumes less time than the indicated time frame, a minimum consumption equal to the time frame is assumed.