



SERVICE DESCRIPTION

JUMPSTART SERVICE FOR FORTIEDR

1. Introduction

The JumpStart Service for FortiEDR (the “Service”) provides the Customer with a single point of contact for remote best practice advice on FortiEDR’s functionality during the deployment of FortiEDR collector agents (the “Collector(s)”) in the end points covered by this Service (the “Covered End Points”). A technical resource skilled on FortiEDR will review and analyse data at Service Meetings for the duration of the Service.

2. Service Features and Deliverables

2.1 Customer pre-requirements

For the purpose of onboarding the Customer to the Service, the Customer commits to provide all relevant information and personnel as reasonably requested by Fortinet, in a timely fashion, for a successful delivery of the Service. Through experience, Fortinet has learned that the quality of its services is greatly impacted by the Customer’s participation.

In particular, Customer’s pre-requisites for benefiting from the Service are:

- Purchase and register the FortiEDR product.
- Determine a single point of contact to act as a primary interface to Fortinet.
- Nominate the personnel (up to twelve (12) individuals) who will conduct the deployment of the Collectors on the Covered End Points and the migration of the Collectors to Protection Mode (the “Customer Designated Personnel”). The Customer commits that the Customer Designated Personnel shall reasonably remain the same for the duration of the Service and timely inform Fortinet of any changes.
- Submit the Customer’s deployment timeframe plan for the implementation of the Collectors on the End-Points and potential migration of the Collectors to Protection Mode.
- Communicate a detailed description of the Customer’s environment, Covered End Points, and any other specific information requested by Fortinet.
- Provide any other data that Fortinet may reasonably request during the duration of the Service.
- Service registration in the Customer’s support portal account at the time of the Service Planning Meeting.

2.2 Service Planning Meeting

On the agreed date, a kick-off conference call shall be organized by the Fortinet single point of contact with the Customer Designated Personnel to discuss the following topics (the “Service Planning Meeting”):

- Provide an overview on FortiEDR product and its deployment.
- Review of the Customer’s communicated environment.
- Engagement process for questions and progression of the Service with Fortinet’s assigned single point of contact (email, phone, or other direct communication channel as advised by Fortinet).
- Reasonable timeframes and frequency for follow-up meetings (up to once a week).
- Customer’s deployment plan including timeframes for installation of Collectors on Covered End Points.

2.3 Best Practice Advice during Deployment and Migration

Fortinet will provide a single point of contact to provide best practice advice during deployment of the Collectors on the Covered End Points and migration of the Collectors to Protection Mode during a series of regular meetings (the “Service Meeting”) consisting of:

- Hosting the Service Meetings at the timeframes and frequency agreed during the Service Planning Meeting.
- Responding to ad-hoc questions regarding the use of FortiEDR by the agreed engagement mechanism.
- Review alerts received on the FortiEDR console during the previous reporting period and discuss suitable actions.



- For the duration of the Service, providing a maximum of 4 (four) hours of guidance per month of Service entitlement to transfer operational knowledge and provide hands-on experience to Customer Designated Personnel on the following topics specific to FortiEDR product: installation and architecture, administration and troubleshooting events, alerting and communicating control.
- Recommending and reviewing the ongoing methodology for the Customer to migrate the Collectors to protection mode where security related actions are automatically taken by the Covered End Points (“Protection Mode”).

2.4 Final Deployment Close-Out Meeting

A final deployment project close-out meeting will be conducted prior to the Service End Date to discuss any outstanding and/or any open items.

3. Customer Requirements & Responsibilities

- The deployment of the Collectors on the Covered End Points and any additional on-premise components will be conducted or provided by the Customer Designated Personnel. For clarity, Fortinet is only required to provide best practice advice as described herein and Company is solely responsible for the deployment and migration of the Collectors on the Covered End Points.
- The Customer is responsible for assuring Customer Designated Personnel are professionally skilled to conduct the deployment of the Collectors on the Covered End Points and the migration of the Collectors to Protection Mode.
- The Customer Designated Personnel will engage in all meetings, trainings and activities required as outlined in this Service.
- The Customer acknowledges and agrees that the Service is designed to provide best practice advice to the Customer in deploying the Collectors on the Covered End Points and migrating the Collectors to Protection Mode but in no event shall constitute a warranty that the Customer will be able to perform such deployment and migration prior to the Service End Date or that Fortinet will replace the Customer in conducting such activities if the Customer fails to do so.
- The Customer will comply in writing with all reasonable requests from Fortinet for technical information or action as may be reasonably required by Fortinet to deliver the Service.
- The Customer accepts the conditions for activation, duration, and delivery of the Service.
- The Customer agrees that the delivery of the Service is a pre-requirement for FortiResponder Managed Detection and Response Service as described in the then current service description (made available at the customer support portal at <https://support.fortinet.com/Information/DocumentList.aspx>; the “**FortiEDR and MDR Services**”). Consequently, Fortinet will not be obligated to deliver the FortiEDR and MDR Services features and deliverables until seventy five percent (75%) of the Covered End Points identified during the Service Planning Meeting have been deployed under the Service. Therefore, the Customer understands and agrees that it may be required to purchase an additional Service entitlement if such threshold is not achieved prior to the Service End Date.
- The Customer agrees -and shall procure that the Customer Designated Personnel- attend the Service Planning Meeting and all scheduled Service meetings or provide reasonable notice in writing to request a modification to the schedule. Fortinet will reasonably consider all requests to amend the schedule but the Customer accepts that re-scheduling may not always be possible and will not affect Service delivery or delay the Service End Date.



4. Scope and Conditions

- Any request by the Customer for services beyond the duration or scope will be provided at Fortinet's discretion and billable at the then-current rate. In particular, the Service does not include delivering custom scripts, API integrations, and other configurations not available in the standard user FortiEDR. These services require a separate and specifically scoped statement of work.
- The service does not provide or verify a solution design relating to the FortiEDR product or integration into the security fabric. For complex deployment environments it is recommended that a specifically scoped Professional Services engagement is a pre-requisite.
- Fortinet resource will be provided during core business hours of 09:00 to 18:00 in the time zone local to where the Service is being performed. For clarity, this currently is Eastern Standard Time (EST) and Israel Standard Time (IST).
- Unless otherwise specified, the Service will be delivered in English and remotely.
- The Customer is responsible for assuring to provide their necessary contributions during the duration of the Service. Customer's failure to progress the deployment does not alter the Service delivery which will be considered fully delivered upon the Service End Date. The Customer may extend the Service through further purchase and registration of appropriate Service entitlements.
- All communication with the assigned resource shall be conducted in a professional manner.
- By purchasing the Service, the Customer understands and agrees that Fortinet is not obligated to provide the Service if end user fails to meet the Customer Requirements.
- The Service will be delivered in accordance with Fortinet's privacy policy made available and updated from time to time at Fortinet's discretion: <https://www.fortinet.com/corporate/about-us/privacy.html>.
- The Service is subject to the terms of Fortinet's Service Terms & Conditions located at <https://www.fortinet.com/corporate/about-us/legal.html>.

5. Eligibility and Purchasing

The Service is available for purchase by an end-customer (the "Customer") through authorized Fortinet resellers and distributors. The Service is delivered to the Customer of Fortinet products as referenced in the purchase order placed with Fortinet by a Customer or Fortinet authorized partner or distributor. This Service is separate from any purchase of Fortinet products or other services.

The date of the Service registration determines the start date of the Service (the "Service Start Date") which will run for the period determined by the Service SKU purchased by Customer notwithstanding if the Service entitlements are not fully consumed (the "Service End Date"). The registration and delivery of the Service covered by this service description must commence within three hundred and sixty-five (365) days from the contract creation date, after which the service is forfeit without any refund. In no circumstances will the duration of the Service be extended. The Service may be cancelled by the Customer at any time and for any reason, but in no event will Fortinet refund any fee. All sales are final.

Purchasing Information:

FP-10-PS001-806-02-01	Remote FortiEDR jumpstart support service - up to 1K endpoints
	Duration of the Service: 30 days
FP-10-PS001-806-02-03	Remote FortiEDR jumpstart support service - up to 3K endpoints
	Duration of the Service: 90 days
FP-10-PS001-806-02-04	Remote FortiEDR jumpstart support service - up to 10K endpoints
	Duration of the Service: 120 days
FP-10-PS001-806-02-06	Remote FortiEDR jumpstart support service - up to 30K endpoints
	Duration of the Service: 180 days