

DATA SHEET

FortiMonitor

Available in:



Cloud

End-to-End User-to-Application Digital Experience Monitoring

FortiMonitor is a digital experience monitoring platform that gives your NOC team unmatched visibility. You can observe any application, starting from the end user, across any network, and in the infrastructure the application is hosted on. It enriches incident management and supplies holistic remediation of performance issues that impact your business.

Traditional network performance monitoring, IT infrastructure monitoring, and application performance monitoring limit the visibility your NOC teams need. These types of monitoring do not enable insights into the performance of critical business applications that your customers interact with to support the business. They also severely hinder the visibility that front-line NOC and help desk teams need to resolve issues.

FortiMonitor is designed to give NOC teams the ability to observe the user-to-application experience. It also enriches incident information by correlating metrics and diagnostic data to enable cross-functional team collaboration to respond holistically for remediation.

Business Outcomes

Increase Customer Satisfaction Ratings

- Observe beyond the network, replicate user-to-application experience to easily identify potential health or performance issues

Improve Employee Productivity

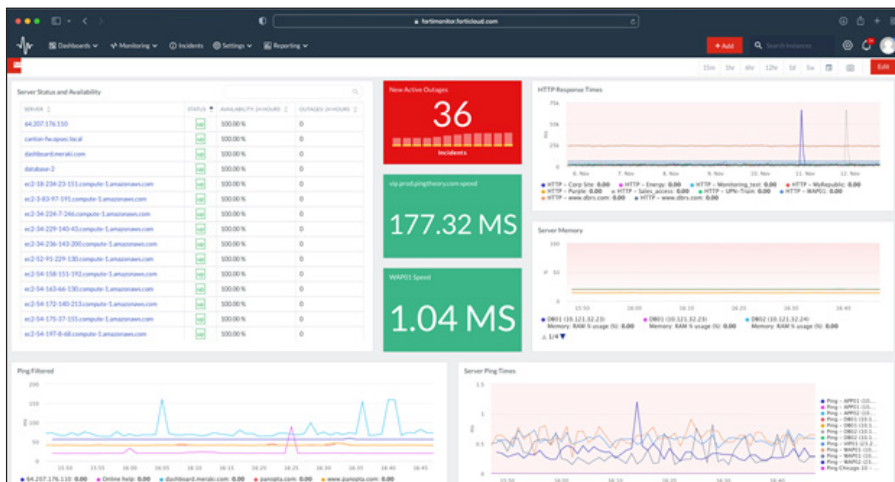
- Adapt to any environment, enabling monitoring from the end user's device, across any network and into the infrastructure that hosts the critical application. It does not matter if it is on-premises, hybrid, private or public cloud

Increase Operational Efficiency

- Deploy automated actions and build workflows to diagnose and remediate issues leveraging automated runbooks. This activity reduces time spent diagnosing, triaging, and remediating an incident

Ensure Business SLAs

- Report on historical uptime data to provide transparency on service delivery and business SLAs



Core FortiMonitor platform identifying good and bad monitored instances

CORE COMPONENTS

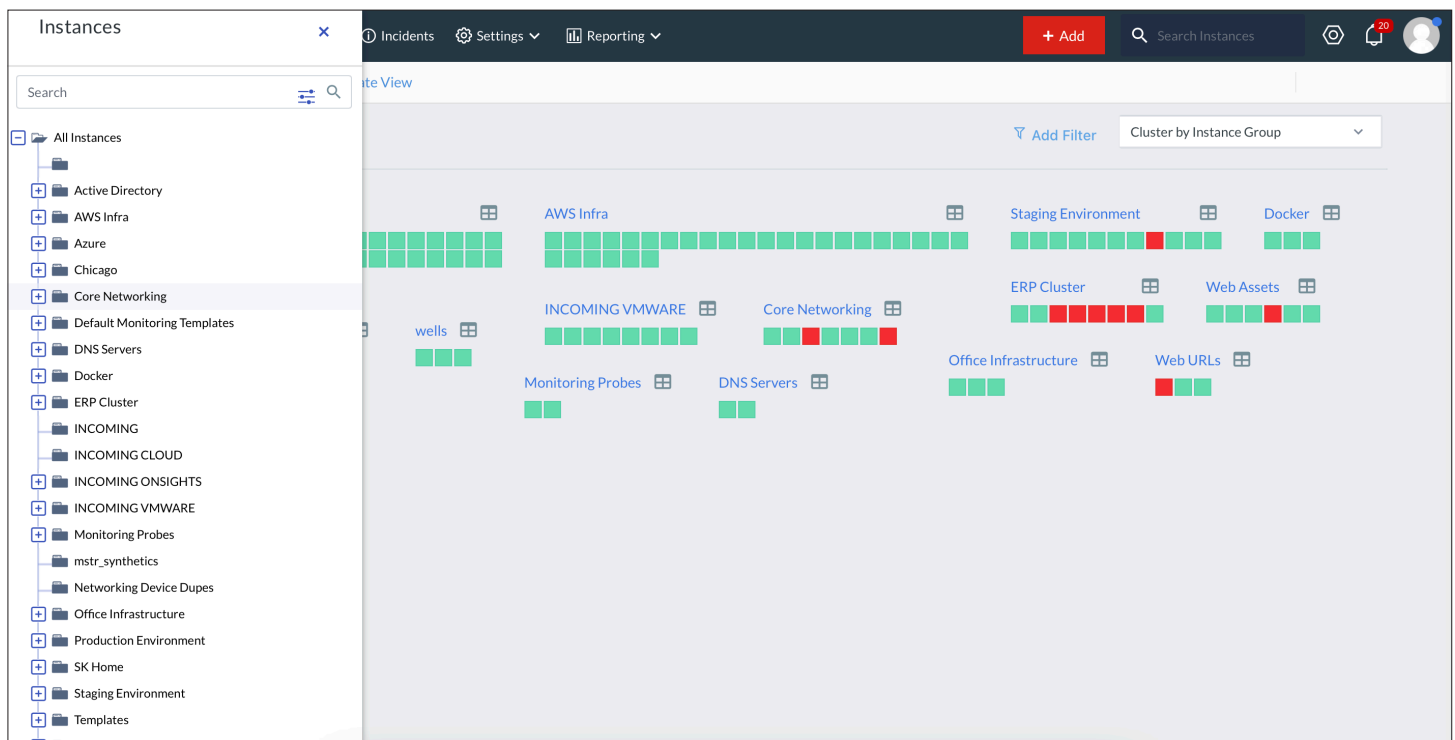
Digital Experience Monitoring

FortiMonitor consolidates monitoring data into a single SaaS-based platform which collects telemetry across complex, hybrid infrastructures. FortiMonitor visualizes the information in a unified capacity, enabling seamless correlation. The solution:

- Centralizes monitoring of the end user, network, and infrastructure that hosts your applications to lower costs, increase efficiency, and optimize resources
- Performs synthetic testing to monitor application uptime, user experience, and performance
- Improves customer and end-user experience while proactively identifying service degradation
- Saves time during configuration changes by applying them from a centralized location in FortiMonitor, rather than individually updating hundreds or thousands of devices
- Leverages endpoint performance data, such as CPU, memory, disk, and network metrics, along with application performance. This facilitates troubleshooting with insights into what the user is experiencing

Comprehensive Full Stack Visibility

FortiMonitor stands out as being the singularly most comprehensive digital experience and network performance monitoring solution available, offering full-stack visibility into every service, network device, and application in any deployment, whether in containers, cloud, on-premises, or hybrid.



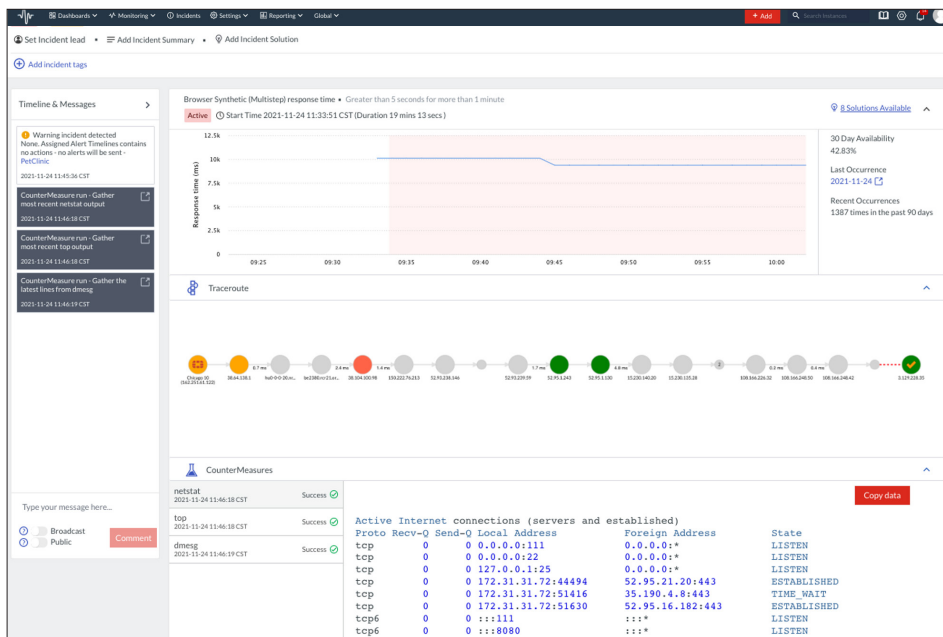
Core platform showing monitoring instances using the navigation tree

CORE COMPONENTS

Enriched Incident and Event Management

Centralized NOC management enables organizations to observe, correlate, and respond to incidents from a single SaaS-based platform. Organizations can:

- Suppress alert noise with a consolidated performance-monitoring platform to quickly identify the root cause in a single incident
- Enrich incidents by automating the diagnostic collection and consolidating with performance metrics into a single incident for NOC teams to triage and escalate
- Maximize team collaboration through native timeline and messaging communication features, accelerating response coordination
- Ensure critical events trigger notification of team members instantly, through email, FortiMonitor mobile application, and SMS alerting
- Eliminate fragmentation with a single source of reliable data insights



FortiMonitor Live Incident Tracking

Automation

FortiMonitor enables a network operator to respond to performance issues with flexible automated runbooks. These can be tuned to an organization's best practices to accelerate operational and response tasks. Benefits of automated runbooks include:

- Reduction of repetitive manual tasks and mean time to detect (MTTD)/mean time to response (MTTR), while improving service delivery, permitting teams to meet and exceed SLAs
- Proactive optimization of processes and resolution of incidents
- Swift deployment of automation for immediate use and onboarding
- Eliminate fragmentation with a single source of reliable data insights

Feature Highlights

- **Synthetic Transaction Monitoring (STM).** Gain visibility into the availability and performance of any application using browser tracing or javascript that run from global public nodes, private networks, and employee devices
- **Endpoint Digital Experience.** Leverage endpoint performance data, such as CPU, memory, disk, and network metrics, along with application performance to facilitate troubleshooting with insights into what an employee is experiencing
- **Incident Flow.** Send alerts via mobile app, email, SMS, phone call, and ticketing integrations and supply alert timeline and escalation
- **Topology Mapping.** Visualize all network elements in real time to see how they connect, and identify performance issues
- **Network Configuration Management (NCM).** Get centralized network configuration management and templates for seamless configuration updates
- **SSO/SAML Integration.** Integrate with Okta and Microsoft
- **Multi-tenancy.** Manage client devices while providing role-based access control (RBAC) for insights into digital experience performance monitoring
- **Auto Discovery.** Host and guest performance of VMWare, AWS, Azure, On-Sight scans, Kubernetes Helm dashboards and reporting. Save time with out-of-the-box and customizable dashboard and reports for real-time and historical reporting
- **Integrations.** Integrate with JIRA, Slack, Microsoft Teams, AWS, and Azure



THE FORTINET SECURITY FABRIC

FortiMonitor integration with the Fortinet Security Fabric enables organizations to import all eligible Fortinet devices into the FortiMonitor platform. This enables digital experience and network performance monitoring at scale. The FortiMonitor platform brings enriched alerting and an incident management toolset to managed devices for proactive monitoring and generating of alerts in response to error conditions.

Security Fabric

The industry's highest-performing cybersecurity platform, powered by FortiOS, with a rich ecosystem designed to span the extended digital attack surface, delivering fully automated, self-healing network security.

- **Broad.** Coordinated detection and enforcement across the entire digital attack surface and lifecycle with converged networking and security across edges, clouds, endpoints and users
- **Integrated.** Integrated and unified security, operation, and performance across different technologies, location, deployment options, and the richest Ecosystem
- **Automated.** Context aware, self-healing network, and security posture leveraging cloud-scale and advanced AI to automatically deliver near-real-time, user-to-application coordinated protection across the Fabric

The Fabric empowers organizations of any size to secure and simplify their hybrid infrastructure on the journey to digital innovation.

Fortinet Services

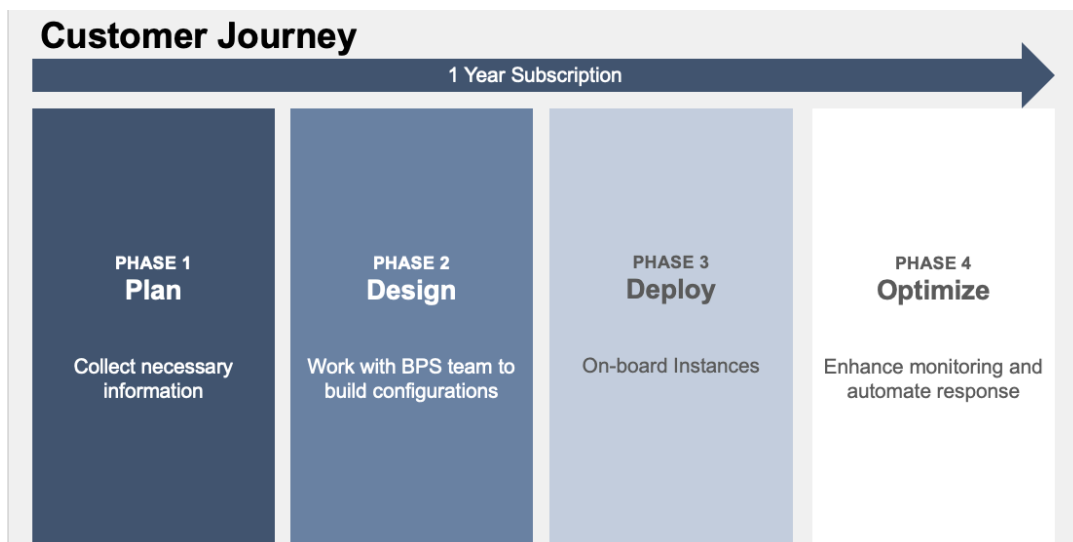
24/7 FortiCare Service

24×7 FortiCare technical support is delivered through our Global Technical Assistance Centers. Each geographical region has a Center of Expertise that is supplemented by regional support centers. This enables us to provide regional and local language support. Foundational FortiCare device-level support includes:

- Global toll-free numbers that are available 24×7
- Web chat for quick answers
- A support portal for ticket creation or to manage assets and life cycles
- Access to software updates and a standard next-business-day RMA service for the device

FortiCare Best Practice Services for FortiMonitor

The FortiCare Best Practice Service (BPS) provides technical advice to help organizations make the most of their Fortinet investment. FortiCare BPS is an annual subscription-based service. Once a ticket is created through the FortiCare Support Portal, the BPS ticket is rerouted to a product-specific technical expert. Response for these consultations are handled as per a standard P3 ticket.



ORDER INFORMATION

Separate SKUs are provided for devices/servers, containers, FortiGate, and LAN Edge devices.

SOLUTION BUNDLE	SKU LICENSE	PRO	ENTERPRISE
Device/Server Subscriptions	25-pack	FC2-10-MNCLD-436-01-DD	FC2-10-MNCLD-437-01-DD
	500-pack	FC3-10-MNCLD-436-01-DD	FC3-10-MNCLD-437-01-DD
	2000-pack	FC4-10-MNCLD-436-01-DD	FC4-10-MNCLD-437-01-DD
	10 000-pack	FC5-10-MNCLD-436-01-DD	FC5-10-MNCLD-437-01-DD
Container Subscriptions	25-pack	FC2-10-MNCLD-439-01-DD	FC2-10-MNCLD-440-01-DD
	500-pack	FC3-10-MNCLD-439-01-DD	FC3-10-MNCLD-440-01-DD
	2000-pack	FC4-10-MNCLD-439-01-DD	FC4-10-MNCLD-440-01-DD
	10 000-pack	FC5-10-MNCLD-439-01-DD	FC5-10-MNCLD-440-01-DD
FortiGate Subscriptions	25-pack	FC2-10-MNCLD-456-01-DD	FC2-10-MNCLD-457-01-DD
	500-pack	FC3-10-MNCLD-456-01-DD	FC3-10-MNCLD-460-01-DD
	2000-pack	FC4-10-MNCLD-456-01-DD	FC4-10-MNCLD-457-01-DD
	10 000-pack	FC5-10-MNCLD-456-01-DD	FC5-10-MNCLD-457-01-DD
LAN Edge Device Subscriptions	25-pack	FC2-10-MNCLD-459-01-DD	FC2-10-MNCLD-460-01-DD
	500-pack	FC3-10-MNCLD-459-01-DD	FC3-10-MNCLD-460-01-DD
	2000-pack	FC4-10-MNCLD-459-01-DD	FC4-10-MNCLD-460-01-DD
	10 000-pack	FC5-10-MNCLD-459-01-DD	FC5-10-MNCLD-460-01-DD

Digital Experience Monitoring (DEM) subscriptions for advanced synthetics monitoring are also available independently from endpoint servers and containers.

SOLUTION BUNDLE	SKU LICENSE	DIGITAL EXPERIENCE MONITORING (DEM)
DEM Synthetics Subscriptions	25-pack	FC2-10-MNCLD-441-01-DD
	500-pack	FC3-10-MNCLD-441-01-DD
	2000-pack	FC4-10-MNCLD-441-01-DD
	10 000-pack	FC5-10-MNCLD-441-01-DD

Additional onboarding services are available as subscriptions providing onboarding consultation services.

ADDITIONAL SERVICES	ACTIVE SUBSCRIPTIONS	SKU LICENSE
FortiCare Best Practices (BPS) Onboarding Service	< 250 Endpoints	FC1-10-MNBPS-310-02-DD
	250 - 999 Endpoints	FC2-10-MNBPS-310-02-DD
	1000 - 4999 Endpoints	FC3-10-MNBPS-310-02-DD
	>= 5000 Endpoints	FC5-10-MNBPS-310-02-DD

ALSO AVAILABLE

Other FortiMonitor SKUs are orderable for Basic Nodes: Basic instances are also available for simple uptime/availability monitoring of endpoints, devices, servers, and websites. This instance type does not include advanced performance metrics.



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