



# FortiFlex/FortiPoints - Fortinet Innovative Consumption Models

## Q&A



General FortiPoints & FortiMarketplace



FortiPoints via Public Cloud Marketplaces



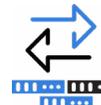
FortiPoints for Partners



Renewals



FortiFlex



FortiPoints Transfer to FortiFlex





# General FortiPoints & FortiMarketplace Questions

## What is FortiPoints?

FortiPoints is a points-based program offered by Fortinet that allows organizations to deploy and scale their security solutions and services. Organizations only pay for what they need and use. Additional points can be purchased as needed. FortiPoints also gives organizations access to a broad range of Fortinet services and solutions.

## Is FortiPoints replacing FortiFlex?

No, customers/partners will be able to purchase both FortiPoints and FortiFlex Points as and when required.

## What happens if you run out of FortiPoints without adding new ones?

If a Partner runs out of FortiPoints, they can top up the FortiPoints by purchasing additional points pack.

If enough points are not available on FortiMarketplace, you will not be able to complete the transaction.

## What is the dollar-to-FortiPoints conversion rate?

1 FortiPoint = \$1.

## Is it possible to buy FortiPoints and make different orders at different moments?

Yes, there are 3 years of validity, since registration, to spend points on Marketplace.

## What is FortiMarketplace?

FortiMarketplace is a platform provided by Fortinet that offers a variety of products and services that can be activated and purchased using FortiPoints. It allows customers to exchange FortiPoints for different items available in the marketplace.

## Can customers purchase hardware devices on FortiMarketplace?

No, HW appliances cannot be purchased using FortiPoints but FortiPoints can be used on FortiMarketplace to purchase Support and Subscription services for existing hardware appliances. Hardware should be purchased as a Capex only.





# FortiPoints via Public Cloud MarketPlaces Questions

## **Which cloud marketplaces is FortiFlex available in?**

FortiFlex can already be transacted in AWS, Azure, GCP and OCI. Sellers just need to create a private offer. Contact your local Cloud Team who can walk you through how to do this.

## **Can FortiPoints be procured directly by customers through the FortiMarketplace or in a cloud marketplace?**

No, FortiPoints must be procured through the traditional Fortinet channels or via a cloud marketplace private offer.

## **Can FortiPoints be purchased through public cloud marketplaces?**

Yes, FortiPoints can be purchased via a Private offer against the private listing. As per FortiFlex, FortiPoints is not a public listing, so it is not visible in the cloud marketplace. There are currently no plans to change this.

## **Does purchasing FortiFlex via a cloud marketplace draw down on customer cloud commits?**

Yes, the private offer for FortiFlex is eligible towards a customer's committed cloud spend, e.g. their EDP in AWS, or their MACC in Azure.





# FortiPoints for Partners Questions

## **Is there an easy-to-use calculator to predict the point usage?**

Yes with [FortiFlex Points Calculator](#). It is published on Fortinet Developer Network (FNDN), where you'll be able to project points consumption and create a Bill of Materials (BoM).

## **Is the FortiPoint balance pooled at the partner level or does each customer have an individual balance?**

FortiPoints pack can be applied to Partner FortiCloud account or can be applied to end customer FortiCloud account too. Currently, FortiPoints pack needs to be applied per FortiCloud account.

## **Can we offer FortiGate-as-a-Service with a physical device and monthly payment via points?**

As a Partner you can offer Firewall as a service, by purchasing HW as a Capex and activating licenses via FortiFlex and FortiPoints.



# Renewals Questions

## Can customers renew with FortiPoints on FortiMarketplace? When will it be available?

FortiPoints are already available in the price list and once registered on the FortiCloud account, customers can spend them on the Marketplace to renew their asset subscriptions.

## What are the advantages of renewing the service via Fortipoints over the traditional method?

FortiPoints offer a flexible renewal option for partners and customers, adding a consumption-based model to the traditional subscription-based approach. We help customers and partners choose their preferred consumption method.

## Can customers / partners use FortiPoints to renew or coterminous current contracts?

Yes, Fortipoints can be used for renewals, co-term and upgrades. In any of these cases contracts will be registered automatically.

## When expired units are renewed with FortiPoints, will the backdate be applied?

Yes, backdating is still applicable per the Continuous Service Policy.

## The “Upgrade option” on Marketplace works like a Coterminous quoting tool?

Exactly, customers can choose the services that they want to renew or upgrade and select the length of renewal. Also, same as with Forticare Quote ID, with Fortipoints, they do not need to register any contract. Services are automatically activated.

## How is renewal by FortiPoints reflected in the Renewal Tracking System (RTS)?

When customers renew via FortiPoints, the unit will show as renewed in RTS. Expired and Renewed amounts will update, and the Renewal rate will be accurate, as with the standard process.

## How do renewals work with FortiMarketplace/ FortiPoints?

Customers go directly to FortiCloud to renew or upgrade themselves via the FortiMarketplace portal, using their FortiPoints. If a customer wishes to use a traditional PO-based process, they would engage with the traditional Fortinet Renewals Team and process.





# FortiFlex Questions

## What is FortiFlex?

FortiFlex is a usage-based security licensing & services program. It allows organizations to purchase and consume security services on-demand, based on their needs. It provides flexibility, scalability, and cost control in securing hybrid cloud and hybrid mesh firewall environments.

## For which hardware can I purchase services using FortiFlex?

Currently we support FortiGate, FortiAPs and FortiSwitch hardware and it is available via FortiFlex MSSP post-paid program for MSSP partners to provision Services and the Licenses on the Hardware. Please note all Hardware has to be purchased as Capex and with FortiFlex we allow Services and Licenses to be activated for the Hardware.

## Is there any demo of the portal available?

Some of the demo videos are available on Fortinet Youtube channel: [Demo 1](#) | [Demo 2](#) | [Demo 3](#)

## Can FortiFlex licenses on Firewall be paused and restarted later (e.g., 3 months)?

Yes, with FortiFlex, you can switch off and switch on the licenses as and when required. FortiFlex charging model is per day points.



# FortiPoints Transfer to FortiFlex

## How FortiPoints and FortiFlex complement each other?

With the FortiFlex transfer option available on the FortiMarketplace, FortiPoints can be transferred to FortiFlex points and you can provision new licenses and services via FortiFlex.

## Can I transfer FortiPoints to the FortiFlex Post-Paid MSSP Program?

No. A FortiPoints transfer to FortiFlex is to a FortiFlex Prepaid Enterprise Program only.

For any other question, please contact us at: [emea\\_partners@fortinet.com](mailto:emea_partners@fortinet.com)

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