



Fortinet Wins Computerworld Singapore Customer Care Award

Singapore IT End-Users Vote Fortinet's Customer Service as One of the Best in the Industry

SUNNYVALE, CA -- (MARKET WIRE) -- 06/13/11 -- Fortinet® (NASDAQ: FTNT) -- a leading network security provider and the worldwide leader of unified threat management (UTM) solutions -- today announced that it has won Computerworld Singapore's 5th Annual Customer Care Award in the Intrusion Detection/Protection category for outstanding service to its customers. This well-referenced industry award is presented to vendors that garner the most end-user votes for quality of service. The award ceremony was held at the Marina Bay Sands integrated resort in Singapore today.

"Fortinet sets the benchmark for the industry when it comes to customer service. Our readers across Singapore are impressed with Fortinet's investment in support infrastructure and the dedication of its team and partners," said Computerworld Singapore editor Teng Fang Yih.

Conducted by Fairfax Business Research, the survey polled IT end-users in Singapore on vendor service levels pertaining to implementation and ongoing customer service and is one of the strongest endorsements IT end-users can provide to technology vendors. Areas covered by the survey include on-time and on-budget delivery of projects, ability of the deployment to meet multi-party needs, expertise of vendor employees, quality of end-user training and responsiveness of service staff.

"This ringing endorsement shows that Fortinet's effort to improve sales and post-sales support by increasing on-the-ground direct contact with our customers has worked. We will continue to invest internally and in our partners to deliver local high-end support and professional services, so that customers can take full advantage of our high performance security platform," said George Chang, Fortinet's regional director of Southeast Asia and Hong Kong.

Fortinet's FortiCare offerings provide global support for all Fortinet products and services. End-users have multiple options for FortiCare contracts so that they can obtain the right level of support for their organization's needs. Attractively-priced options include 24x7 support with advanced hardware replacement, 8x5 support with enhanced Web features, premium support with technical account management, and premium RMA support with enhanced service levels. In addition, Fortinet Professional Services can be engaged for projects with critical deadlines, projects that are large in scope or initial deployments.

About Fortinet (www.fortinet.com)

Fortinet (NASDAQ: FTNT) is a worldwide provider of network security appliances and the market leader in unified threat management (UTM). Our products and subscription services provide broad, integrated and high-performance protection against dynamic security threats while simplifying the IT security infrastructure. Our customers include enterprises, service providers and government entities worldwide, including the majority of the 2009 Fortune Global 100. Fortinet's flagship FortiGate product delivers ASIC-accelerated performance and integrates multiple layers of security designed to help protect against application and network threats. Fortinet's broad product line goes beyond UTM to help secure the extended enterprise -- from endpoints, to the perimeter and the core, including databases and applications. Fortinet is headquartered in Sunnyvale, Calif., with offices around the world.

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