



June 11, 2013

## Fortinet(R) Wins Two Computerworld Customer Care Awards

### Singapore and Malaysia IT End-Users Pick Fortinet for Best Customer Service

SUNNYVALE, CA -- (Marketwired) -- 06/11/13 -- Fortinet® (NASDAQ: FTNT) -- [a world leader in high-performance network security](#) -- today announced that it has won *Computerworld's* 7th Annual Customer Care Award in both Singapore and Malaysia. This respected industry award is presented to IT providers that garner the most number of end-user votes for quality of service. The Malaysian award was presented at a ceremony on June 5 while the Singapore award was given out on June 7 .

"This is the third year in a row that Fortinet has won a Computerworld Customer Care award in Singapore. It's an extraordinary level of achievement matched by few other vendors, and Fortinet's service and support counts as the gold standard in the network security industry," said Jack Loo, editor of *Computerworld* Singapore.

"Fortinet customers reported positive experiences with both the vendor and the channel partners at all points of the engagement cycle -- from pre-implementation consultation to post-implementation support. Such customer reactions do not come easily, and this demonstrates the investment that Fortinet has put into its customer support, as well as the essential coordination that goes on between Fortinet's different servicing teams," said Avanti Kumar, editor of *Computerworld* Malaysia.

Conducted by Fairfax Business Research, the Customer Care survey polls IT end-users in Singapore and Malaysia 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.

Said George Chang, VP, Southeast Asia and Hong Kong for Fortinet: "We have been strengthening and fine-tuning our support infrastructure over the years and are extremely encouraged by the endorsement that came with these two awards. We'll continue to train and motivate our staff and partners to respond promptly and effectively to each of our customer's business needs."

#### **About FortiCare**

FortiCare provides 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](http://www.fortinet.com))**

Fortinet (NASDAQ: FTNT) is a worldwide provider of network security appliances and a 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 2012 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.

*Copyright © 2013 Fortinet, Inc. All rights reserved. The symbols ® and ™ denote respectively federally registered trademarks and unregistered trademarks of Fortinet, Inc., its subsidiaries and affiliates. Fortinet's trademarks include, but are not limited to, the following: Fortinet, FortiGate, FortiGuard, FortiManager, FortiMail, FortiClient, FortiCare, FortiAnalyzer, FortiReporter, FortiOS, FortiASIC, FortiWiFi, FortiSwitch, FortiVoIP, FortiBIOS, FortiLog, FortiResponse, FortiCarrier, FortiScan, FortiAP, FortiDB, FortiVoice and FortiWeb. Other trademarks belong to their respective owners. Fortinet has not independently verified statements or certifications herein attributed to third parties, such as Computerworld, and Fortinet does not independently endorse such statements. Notwithstanding anything to the contrary herein, nothing herein constitutes a warranty, guarantee, binding specification or other binding commitment by Fortinet, and performance and other specification information herein may be unique to certain environments. This news release may contain forward-looking statements that involve uncertainties and assumptions. Changes of circumstances, product release delays, or other risks as stated in our filings with the Securities and Exchange Commission, located at [www.sec.gov](http://www.sec.gov), may cause results to differ materially from those expressed or implied in this press release. If the uncertainties materialize or the assumptions prove incorrect, results may differ materially from those expressed or implied by such forward-looking statements and assumptions. All statements other than statements of historical*

*fact are statements that could be deemed forward-looking statements. Fortinet assumes no obligation to update any forward-looking statements, and expressly disclaims any obligation to update these forward-looking statements.*

**FTNT-O**

**Media Contact:**

Rick Popko  
Fortinet, Inc.  
408-486-7853  
[rpopko@fortinet.com](mailto:rpopko@fortinet.com)

**Investor Contact:**

Michelle Spolver  
Fortinet, Inc.  
408-486-7837  
[mspolver@fortinet.com](mailto:mspolver@fortinet.com)

Source: Fortinet

News Provided by Acquire Media