

Fortinet Upgrade Program - Partner FAQ

What is the Fortinet Upgrade Program?

A: This program enhances your customers' security infrastructure by upgrading them to the latest Fortinet FortiGate solutions. Customers can replace their end-of-order hardware and enjoy superior performance, advanced security features, and cost efficiency.

Your customers can also receive discounts for FortiGate upgrades, and existing services and support subscriptions are transferable to new devices.*

*End-of-order FortiGate models with current, valid services may transfer those services to their replacement models. For a list of technically compatible replacements, please refer to the latest [Trade Up Matrix](#).

What Products Are Covered?

A: The Upgrade Program is available for end-of-order FortiGate devices with valid services and support subscriptions. See the [list](#) for details.

How Do I Benefit from the Fortinet Upgrade Program?

A: The Fortinet Upgrade Program offers exclusive incentives and a campaign to support your success. You benefit from:

- n **Higher Margin** through the Fortinet Upgrade Program's exclusive discounts and incentives.
- n **Revenue from FortiGate Upgrades** by helping your customers replace their aging firewalls.
- n **Better Customer Retention** by providing your expertise as you deliver Fortinet's leading cybersecurity products and services.
- n **Optimal Client Satisfaction** in addressing cybersecurity challenges by delivering award-winning Fortinet NGFW solutions.
- n **Reduced Operations and Support Costs** with the most extensive integrated hardware suite offered by a single vendor – Fortinet.
- n **New Business Opportunities.** Fortinet's single platform makes it easy for you to provide an integrated security solution—from firewall protection to secure branch connectivity (Fortinet LAN solution), secure remote access (FortiSASE), and security operations (FortiAnalyzer, SOC-as-a-Service).

Why Should My Customers Consider the Fortinet Upgrade Program?

A: As cyberattacks become more sophisticated, customers need cutting-edge solutions to protect their networks and data. The Fortinet Upgrade Program offers your customers an easy upgrade path with the following benefits:

- n **Accelerated Network Performance:** The latest FortiGate NGFWs are built on a new generation of secure processors, delivering better speed, capacity, and protection.
- n **Outbreak Prevention:** New FortiGate NGFWs operate on the latest Fortinet operating system, which converges networking and AI-powered security to give organizations more intelligent threat detection, protection, and response.
- n **Cost-efficiency:** The Fortinet Upgrade Program offers discounts for eligible FortiGate upgrades. In addition, existing services are transferable to these new devices.

Easy and Fast Transition: Fortinet offers an easy migration tool that lets customers quickly transition existing firewall policies to their new FortiGate devices directly within the console. This conversion takes less than two hours, enabling your customers to reduce misconfigurations and prevent downtime.

24x7 Assurance: Your customers continue to enjoy the same quality services and support they already rely on from Fortinet.

Where Can I Get a List of Customers with Soon-to-Be EOS Products?

A: As a Fortinet partner, you can view your customers' expiring assets through the [partner portal](#) via the "Renewal Asset" link on the home page or the "Find Asset" link on the [Trade Up page](#).

How Do I Participate in the Fortinet Upgrade Program?

A: There is no enrollment needed. Every Fortinet partner can participate and benefit from the program.

Is There an Expiration Date for the Fortinet Upgrade Program?

A: The program has no expiration date. However, services and support for legacy FortiGate firewalls have expiration dates, after which customers cannot transfer or benefit from these services. For Fortinet Upgrade Program terms and conditions, please check the latest Fortinet Promotions Catalog.

What Incentives Does the Fortinet Upgrade Program Offer?

A: Using a Trade Up ID can provide significant discounts. The Engage Partner Program may also offer additional incentives. Please check the latest Promotions Catalog on the partner portal for details.

What Promotional Resources are Available?

A: We are developing various assets, including videos, email templates, flyers, and a campaign to help you communicate easily with your customers. Over the upcoming months, these materials will be published on the Fortinet Partner Portal.

Does Fortinet Offer Migration Services for FortiGate Upgrades?

A: Yes. We offer easy and fast migration services. Existing FortiGate customers can easily convert their firewall configuration files from a legacy device to a new model within the FortiGate management console.

Is FortiConverter Migration Service Free?

A: There is a one-time service fee for the FortiConverter Service, ranging from \$50 to \$5,000 (typically 5% of the price of a FortiGate device). Unlike other migration tools that are free of charge, the FortiConverter Service provides automated conversion, comprehensive validation, and one year of support from Fortinet experts. A typical FortiGate to FortiGate conversion takes less than two hours. We help customers accelerate the migration process while eliminating potential vulnerabilities arising from misconfigurations.

Who Do I Contact with Additional Questions?

A: For additional information, please get in touch with your Fortinet Channel Account Manager.

