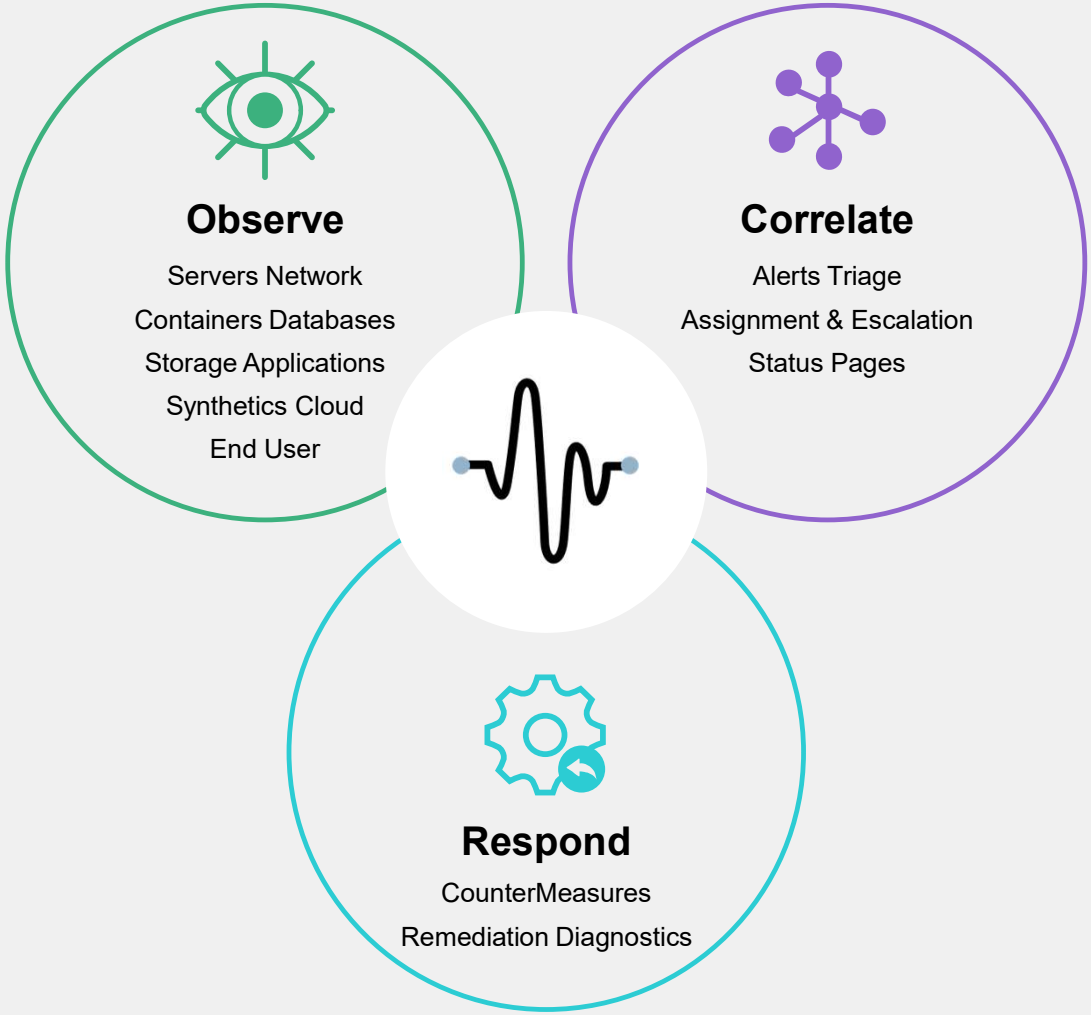
FortiMonitor Product Overview

Digital experience monitoring with FortiMonitor

Q3 2024

What Is FortiMonitor?

- Digital Experience Monitoring of Customers and Employees
- SaaS-based Platform
- Vendor Agnostic Network Performance Monitoring
- On-Premise and Cloud Infrastructure Monitoring



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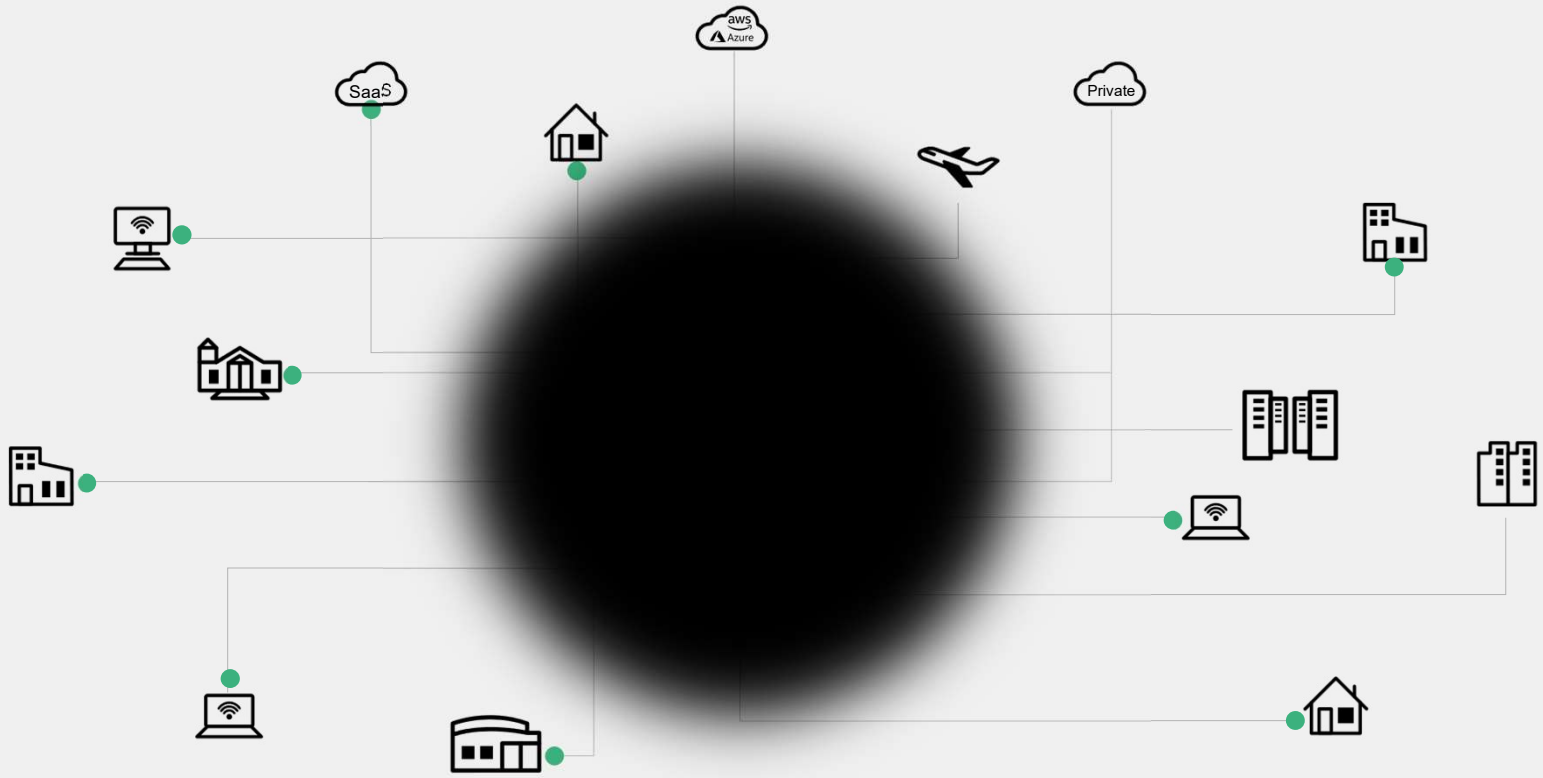
You May Not Own the Infrastructure, but You Are Still Responsible for the User Experience



Observe the user experience from any location to any application with FortiMonitor

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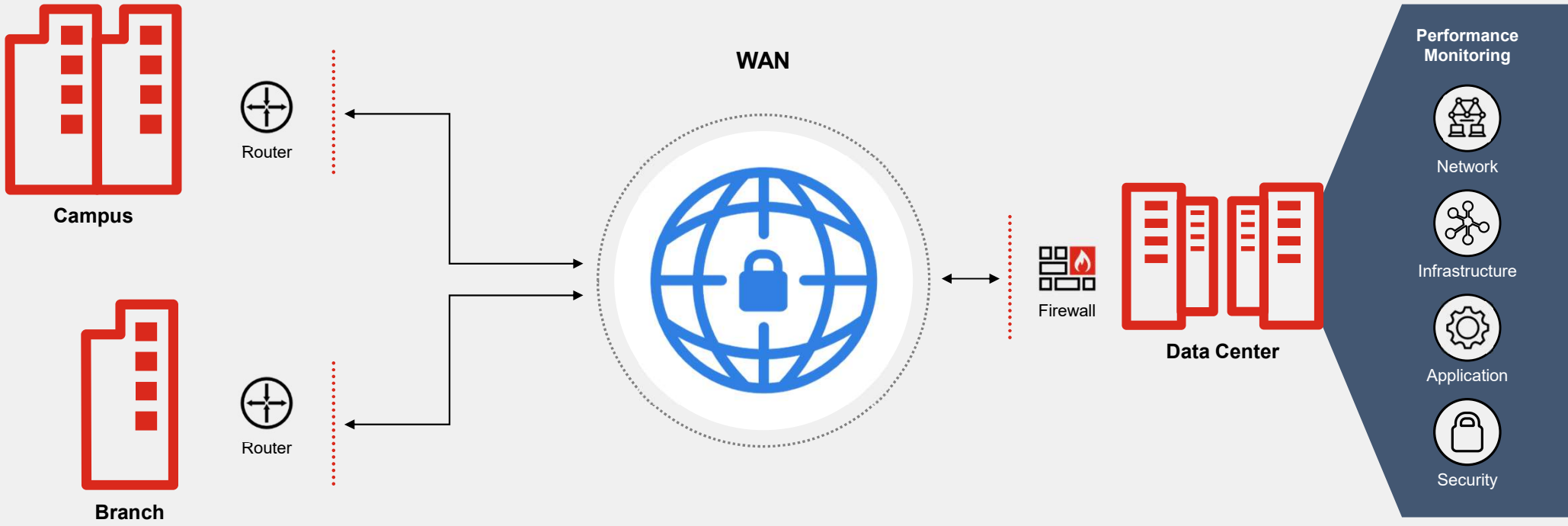
Legacy Networks Required On-Premises Monitoring



Fewer Network Edges | Secure WAN (MPLS) | Applications in Data Center

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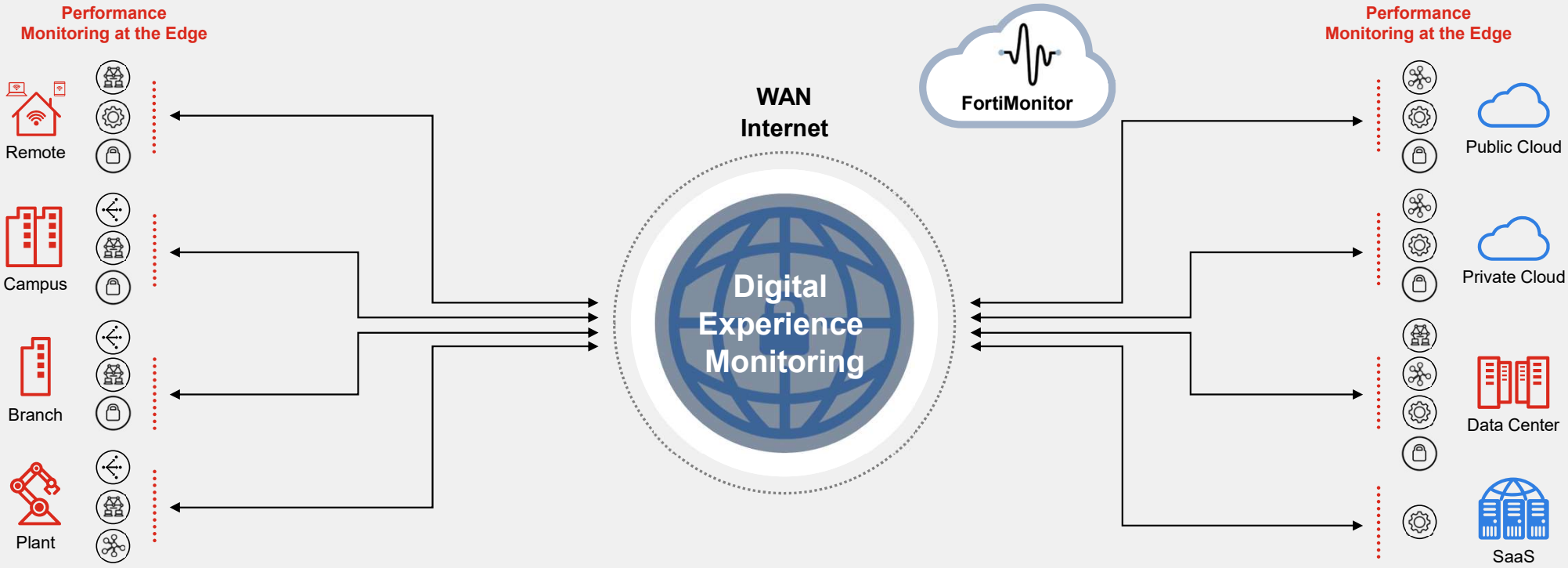
Modernize Monitoring to Observe the End Users Digital Experience



Increasing Network Edges

Requires Monitoring at the Network Edge

Direct Internet Access

Requires Digital Experience Monitoring over SD-WAN

Application Journey to Cloud

Requires Monitoring at the Cloud Edge

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Why Do You Need Digital Experience Monitoring?

Customers are now digital customers

Every company is a software company

Success is measured on customer ratings

Solve business problems by observing the customer experience with your brand.

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Why Digital Experience Monitoring for Employees?

Employees work from anywhere, at anytime

Network teams are accountable for connectivity

Success is measured on employee productivity

Ensure employee productivity by observing their end-to-end connectivity to any application from any location.

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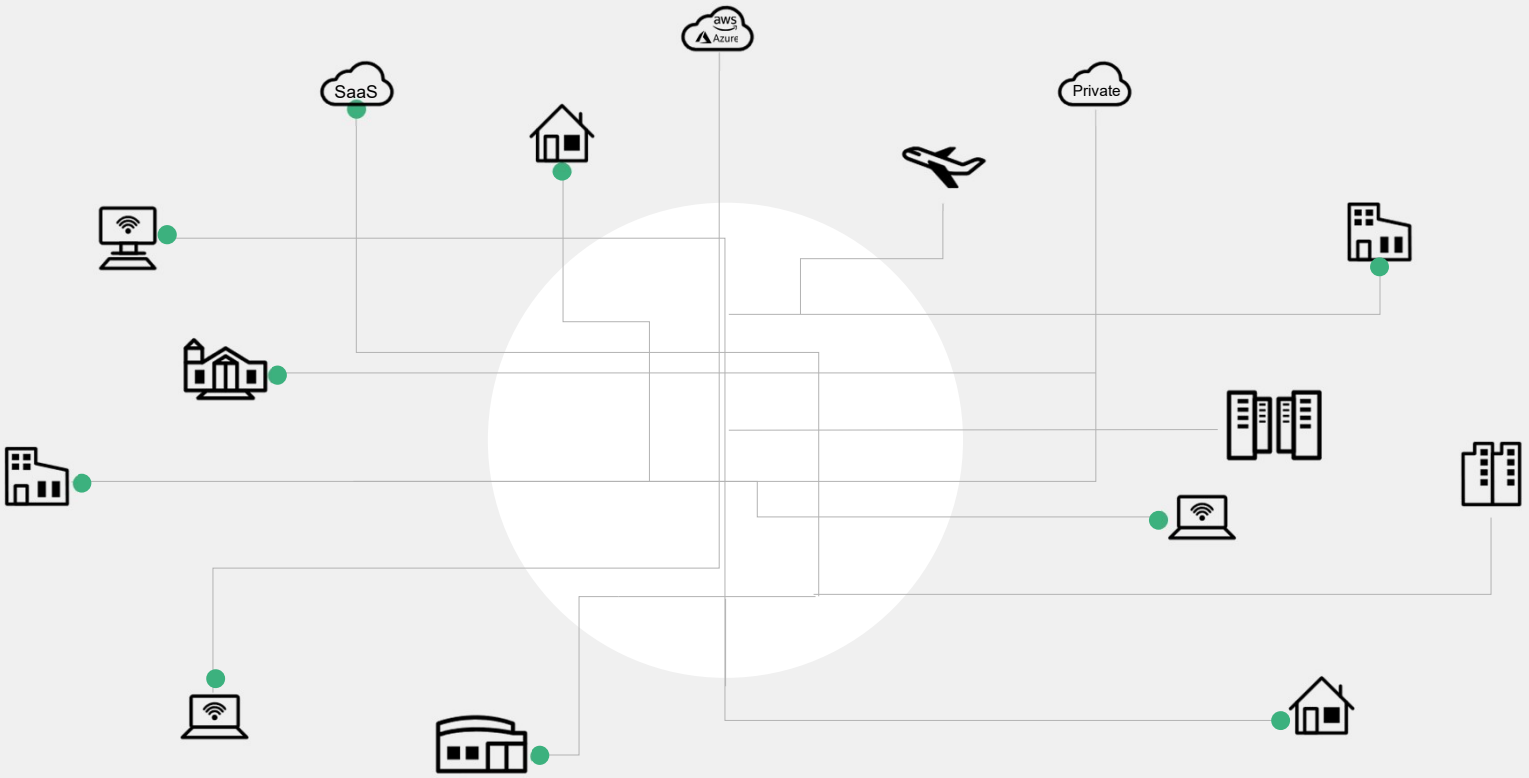
Telemetry to Observe the Digital Experience

Laptop/ Desktop	End user device health and application connectivity
Network	Device health and performance across every network edge
Infrastructure	System health and performance of on-premises and cloud infrastructure
Application	STM from Global, Endpoint, and On-Prem with Application Metrics
Security	Integrated in the Fortinet Security Fabric



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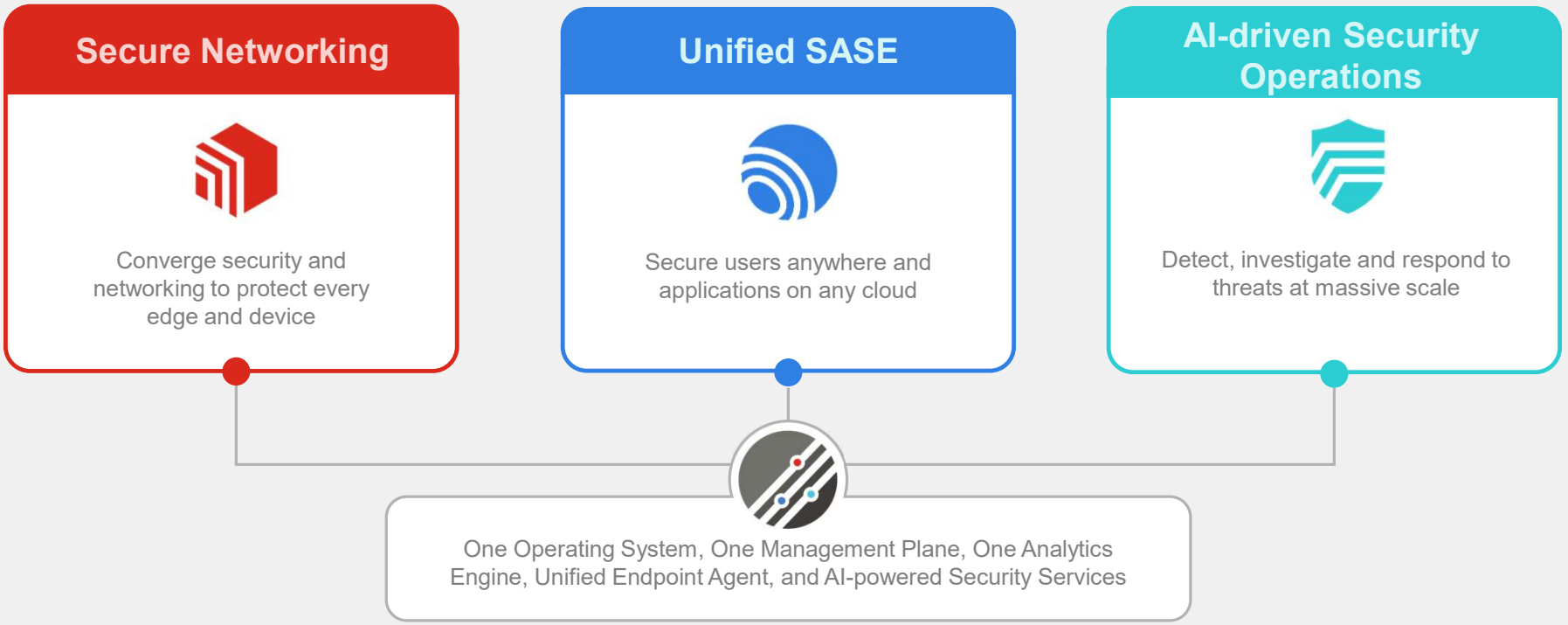
The Fortinet Security Fabric Vision

Cybersecurity, everywhere you need it.



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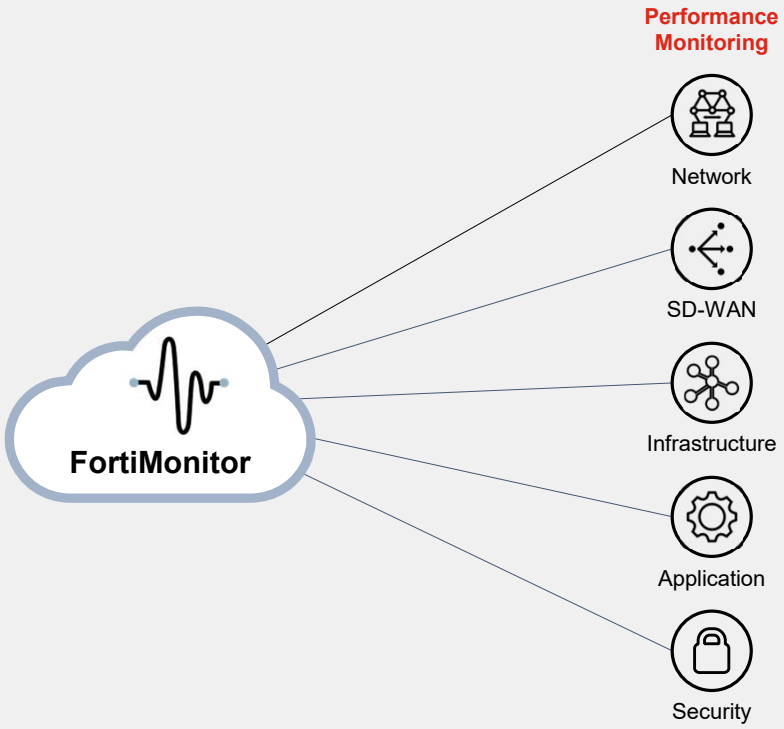
Observe Everything but Alert on What Matters

1. Receive alerts on only the things that really matter
2. **Correlate** the key metrics across all performance monitoring
3. Use automation to complete and **correlate** time-consuming tasks to identify root cause



Get to the root-cause quicker and reduce the amount of manual overhead for diagnostics, triage and remediation

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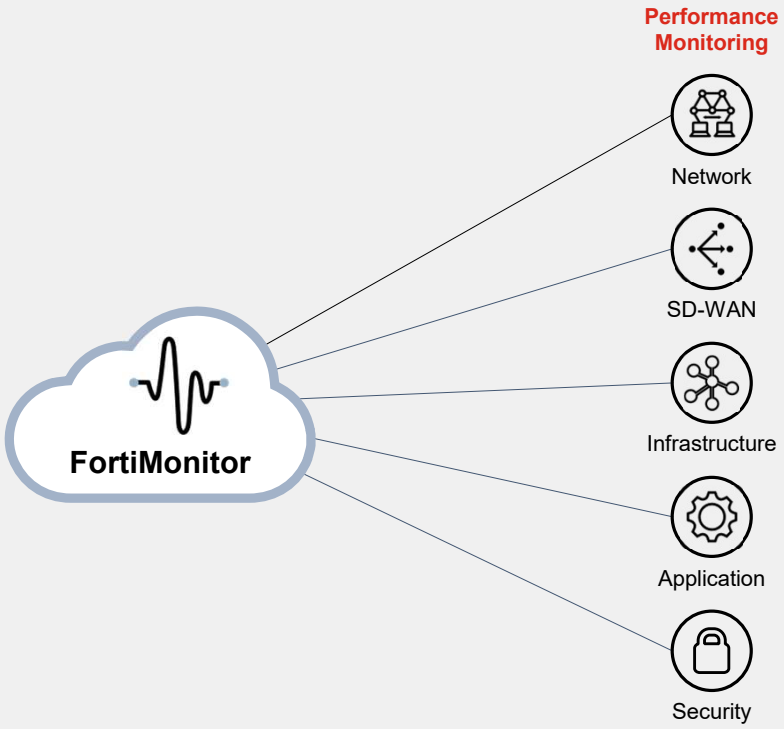
Respond With Automation

1. Automate triaging incidents and creating tickets
2. Effectively communicate root cause to cross-functional stakeholders
3. Streamline future incidents response



Free your team of time-consuming incident management to resolve issues, before they happen

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Digital Experience Monitoring for Proactive Monitoring

Observe

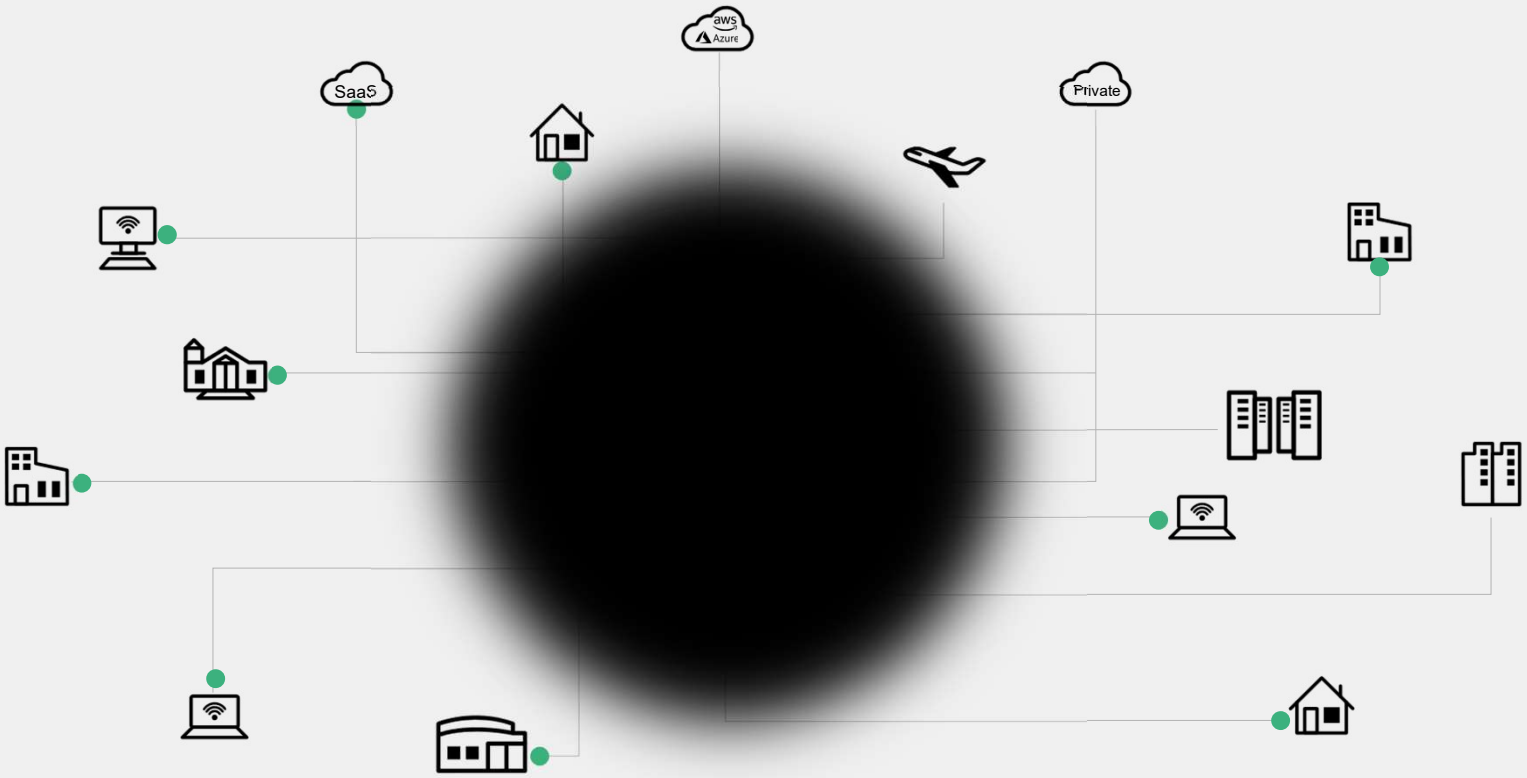
Gain insights into end-to-end user performance from any application, no matter the network dependency

Correlate

Reduce MTTR by providing IT with valuable insights into performance issues

Respond

Bring teams together with insights cross-functional teams can leverage to effectively remediate issues



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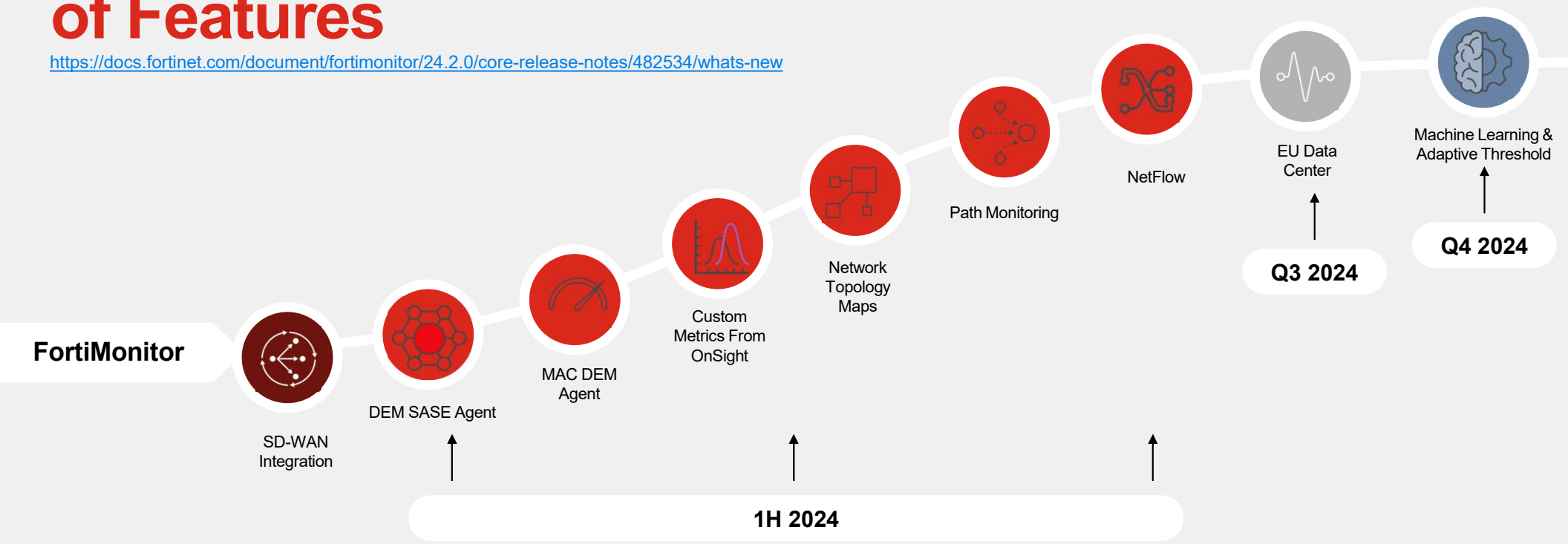
Continued Investment and Enhancements

Weekly Releases of Features

https://docs.fortinet.com/document/fortimonitor/24.2.0/core-release-notes/482534/whats-new



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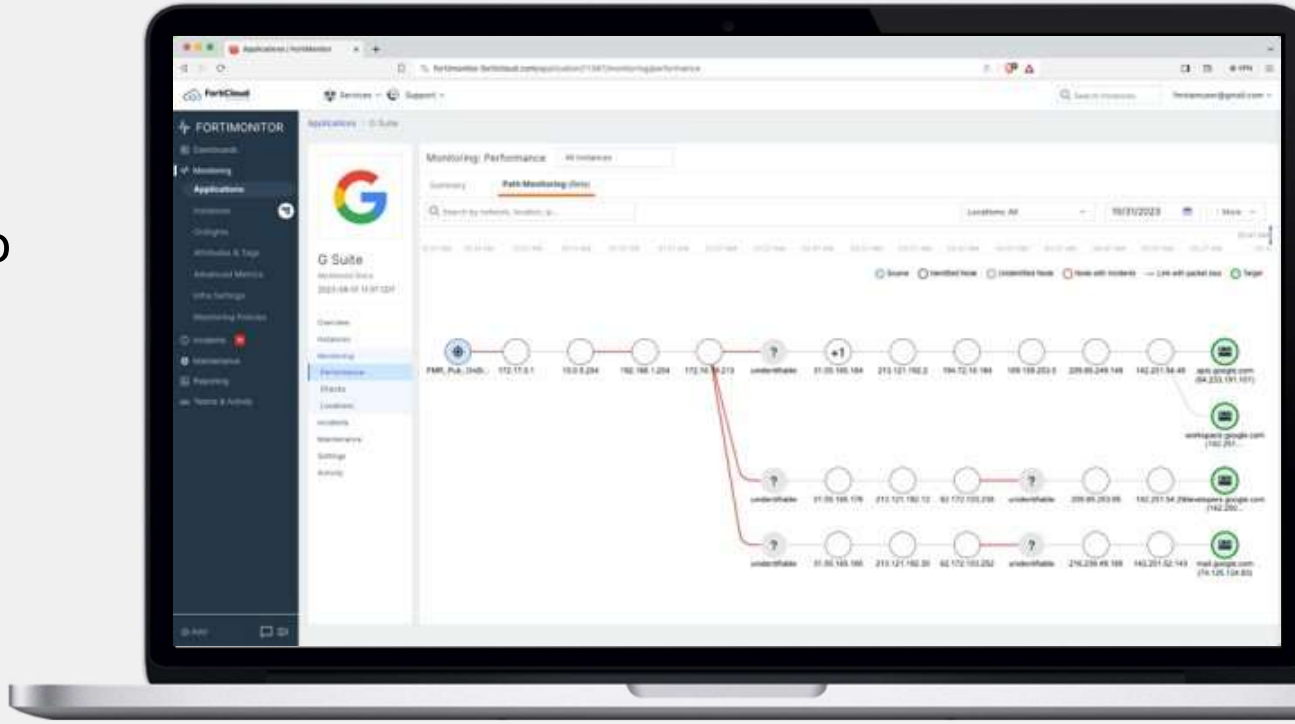
Path Monitoring

Proactive Problem Detection

Path Monitoring triangulates network issues by tracking the routes from multiple vantage points to the target destination to immediately isolate problem network hops.

Enabling proactive problem detection, allowing network operations teams to identify issues before they impact users.



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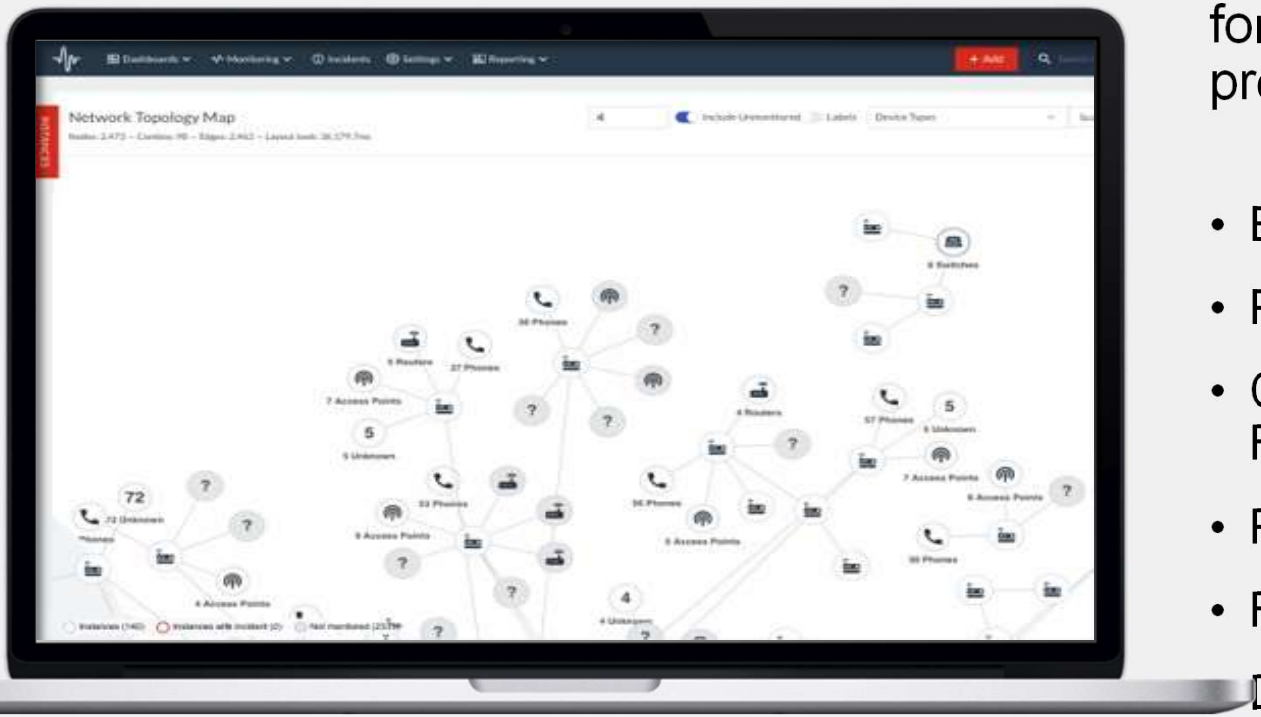
Vendor Agnostic Network Topology

Efficient Network Management and Visibility



Network topology maps are critical for efficient network management, providing the following use cases:

- Efficient Management and Visibility
- Problem Identification and Security
- Compliance with Industry Regulations
- Physical Layout Understanding
- Real-time Monitoring and Updates
- Device Discovery

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Cloud-based NetFlow

Root Cause Analysis for End-User Performance Issues

Cloud-based NetFlow is essential for network and end-user digital experience monitoring.

- **Root Cause Analysis / Proactive Troubleshooting-** reduces the time required to understand the root cause of poor user experiences through high resolution insights into traffic patterns
- **Traffic Visualization -** views across on-premises, public, and hybrid cloud environments reflecting the characteristics of the digital estate

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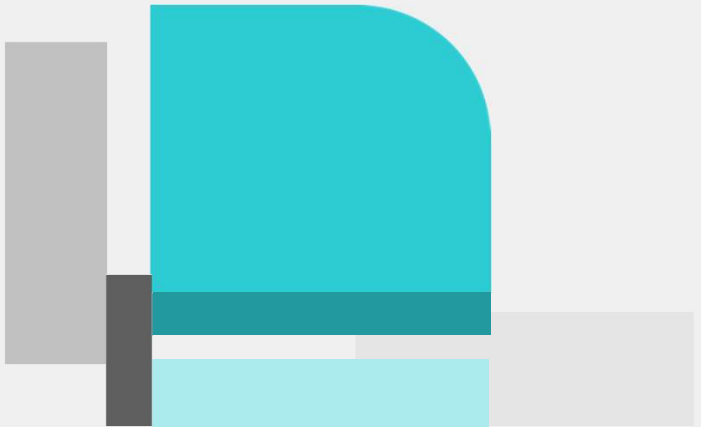
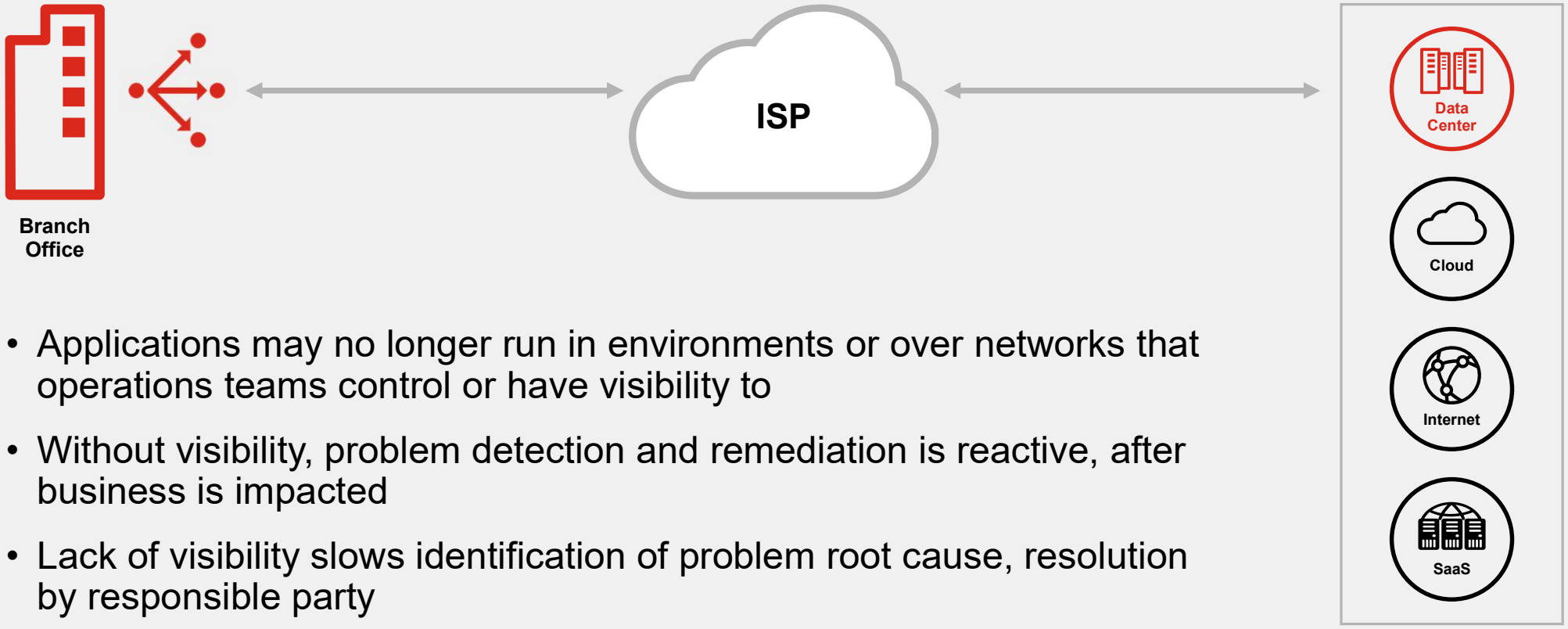
FortiMonitor Use Case

Digital experience monitoring over SD-WAN



Challenge:

Limited end-to-end visibility over SD-WAN



- Applications may no longer run in environments or over networks that operations teams control or have visibility to
- Without visibility, problem detection and remediation is reactive, after business is impacted
- Lack of visibility slows identification of problem root cause, resolution by responsible party

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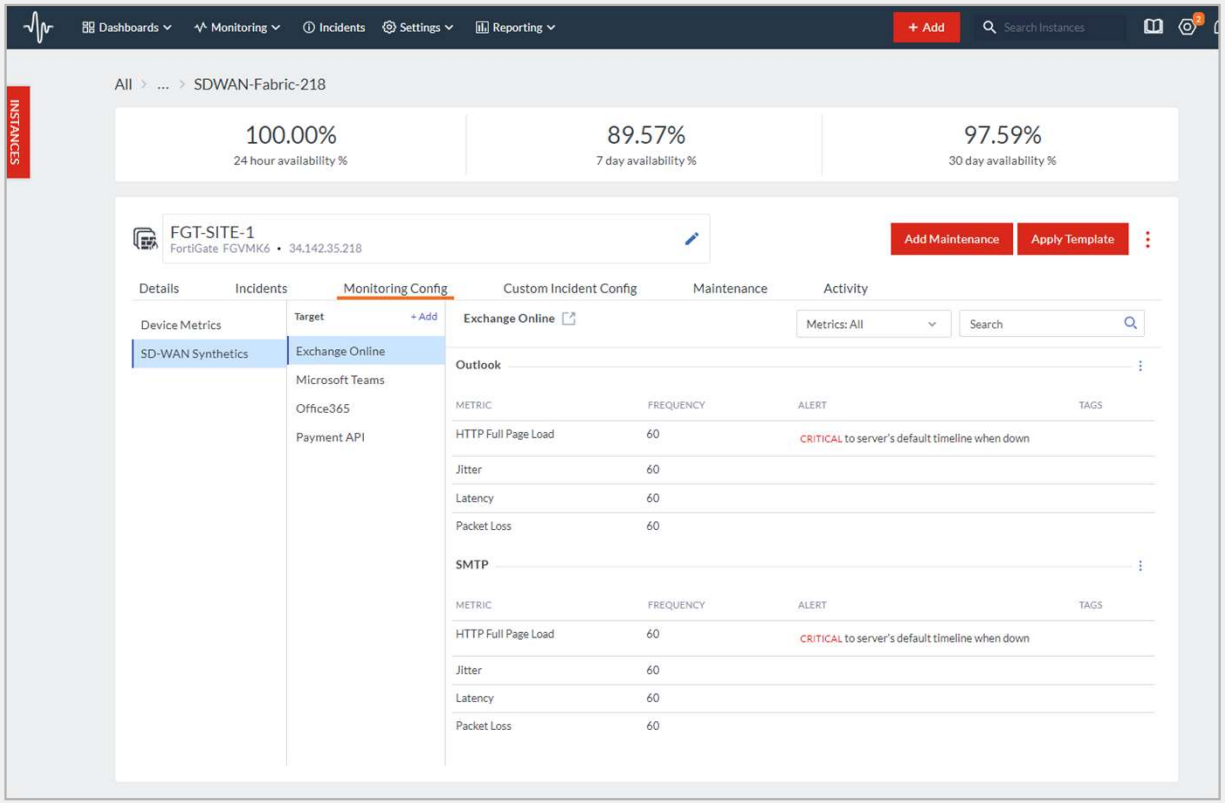
FortiMonitor Integration With Fortinet SD-WAN

Increase end-to-end visibility, reduce time to pinpoint and resolve issues and improve end user digital experience

- Granular network and application layer visibility
- Incident management and response automation
- Fabric API integration



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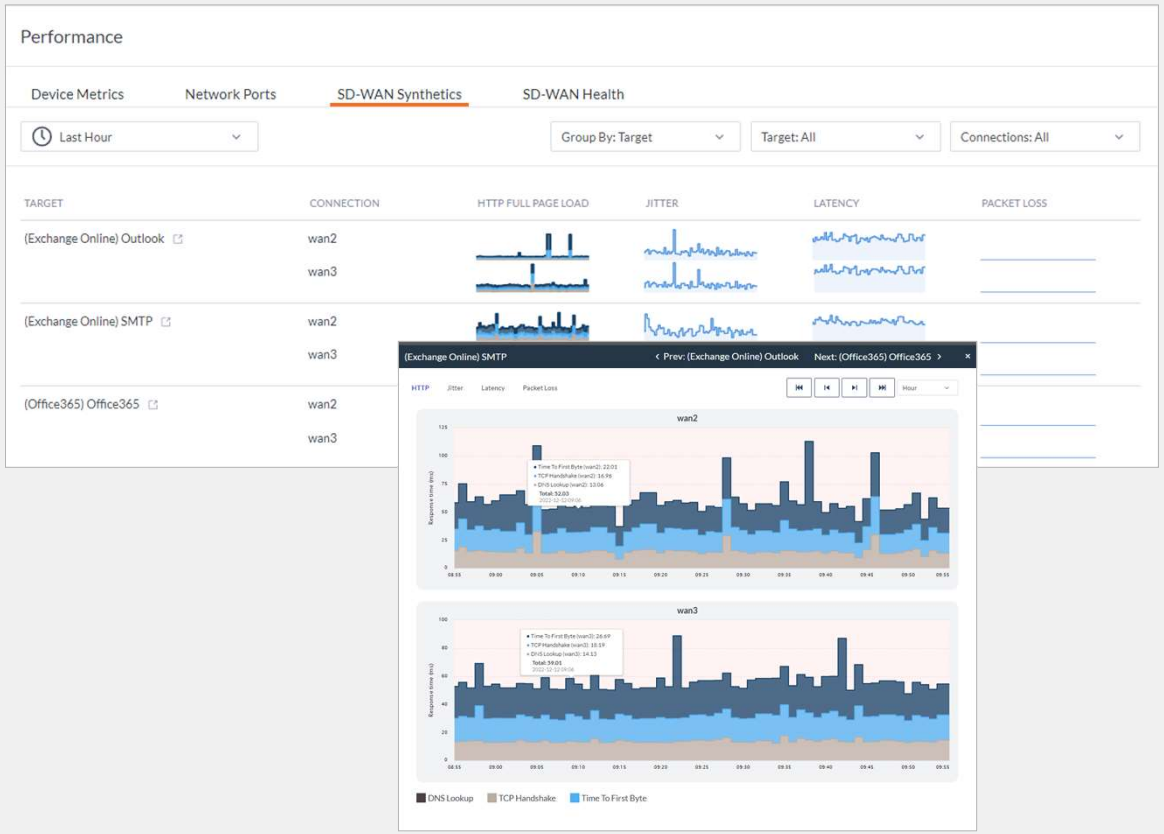
Granular Network and Application Layer Visibility

Proactive insight to performance degradation enables response before the business is impacted

- View application status and uptime
  - Multiple vantage points
- Monitor network and application layer performance
  - Per application synthetic checks over SD-WAN underlays
  - SD-WAN link health monitoring
- View historical performance and trends
- Monitor and report on service provider SLAs



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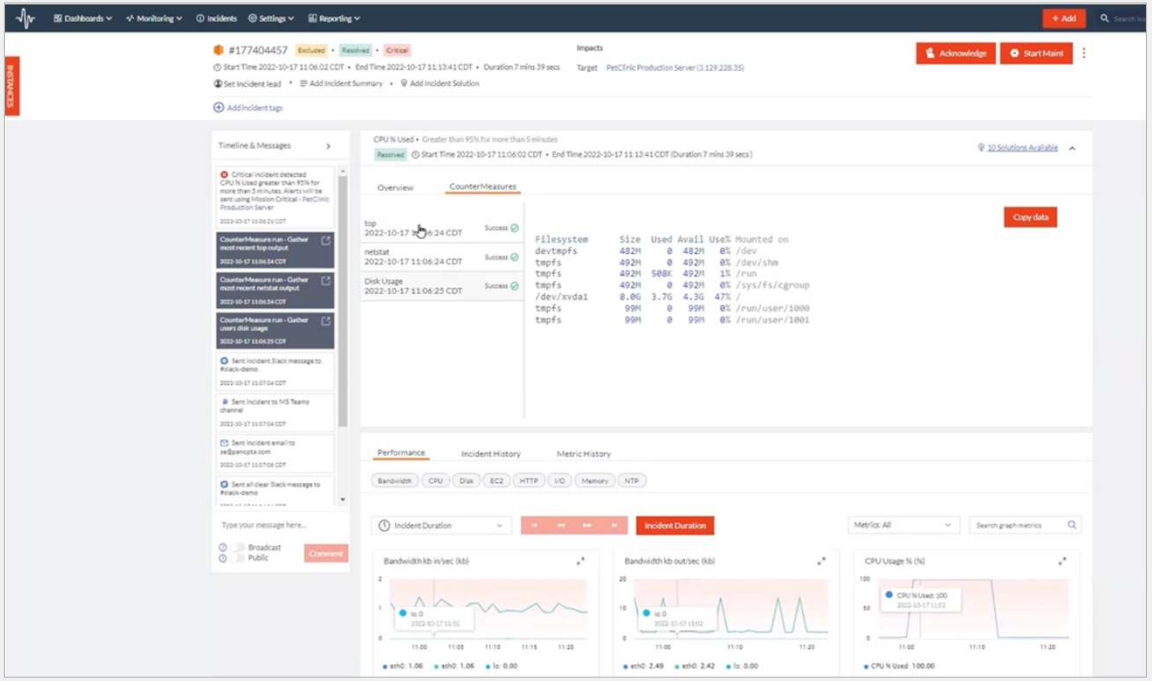
Incident Management and Response Automation

Efficiently pinpoint root cause and respond to issues

- Set thresholds and alerts to notify of performance degradation
- Correlate network and application layer incident data
- Automate diagnostics and remediation with countermeasures
- Workflow integration and reporting



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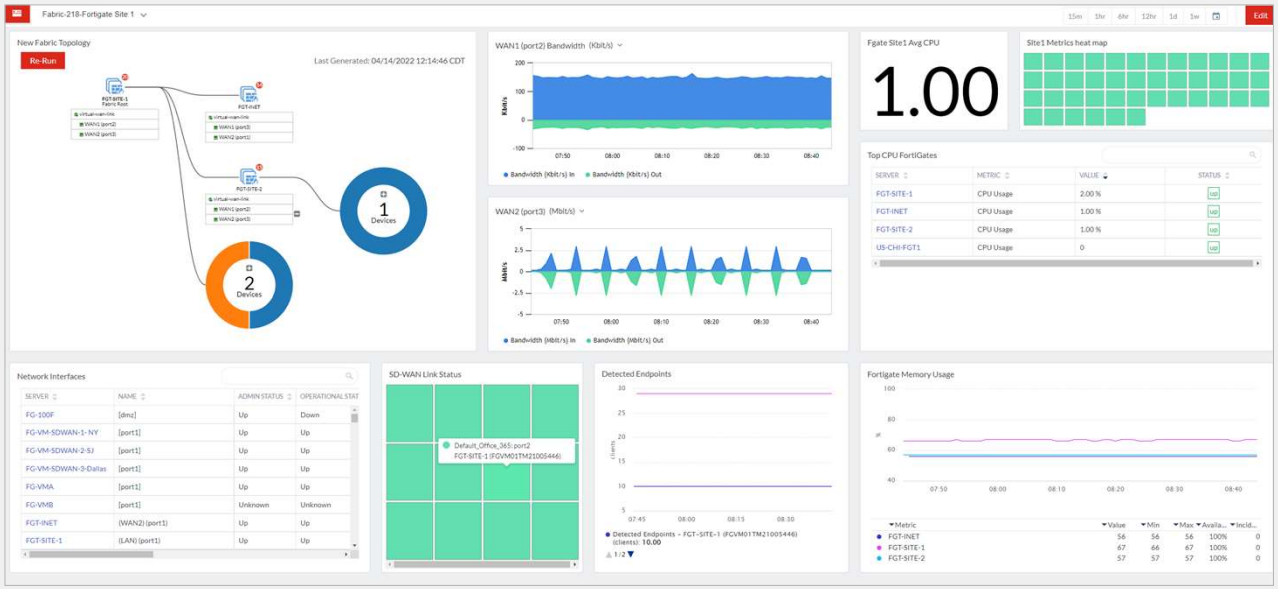
API Based Integration With the Fortinet Fabric

Deep visibility, increased operational efficiency

- Visibility to FortiGates and attached devices
  - FortiGate, FortiAP, FortiSwitch, FotiExtender
  - Device and port level status and performance metrics
  - SD-WAN network quality metrics
  - Historical data and trends
- Fast onboarding
  - Auto discovers FortiGate connected devices
  - Device monitoring templates facilitate configuring thresholds and alerts



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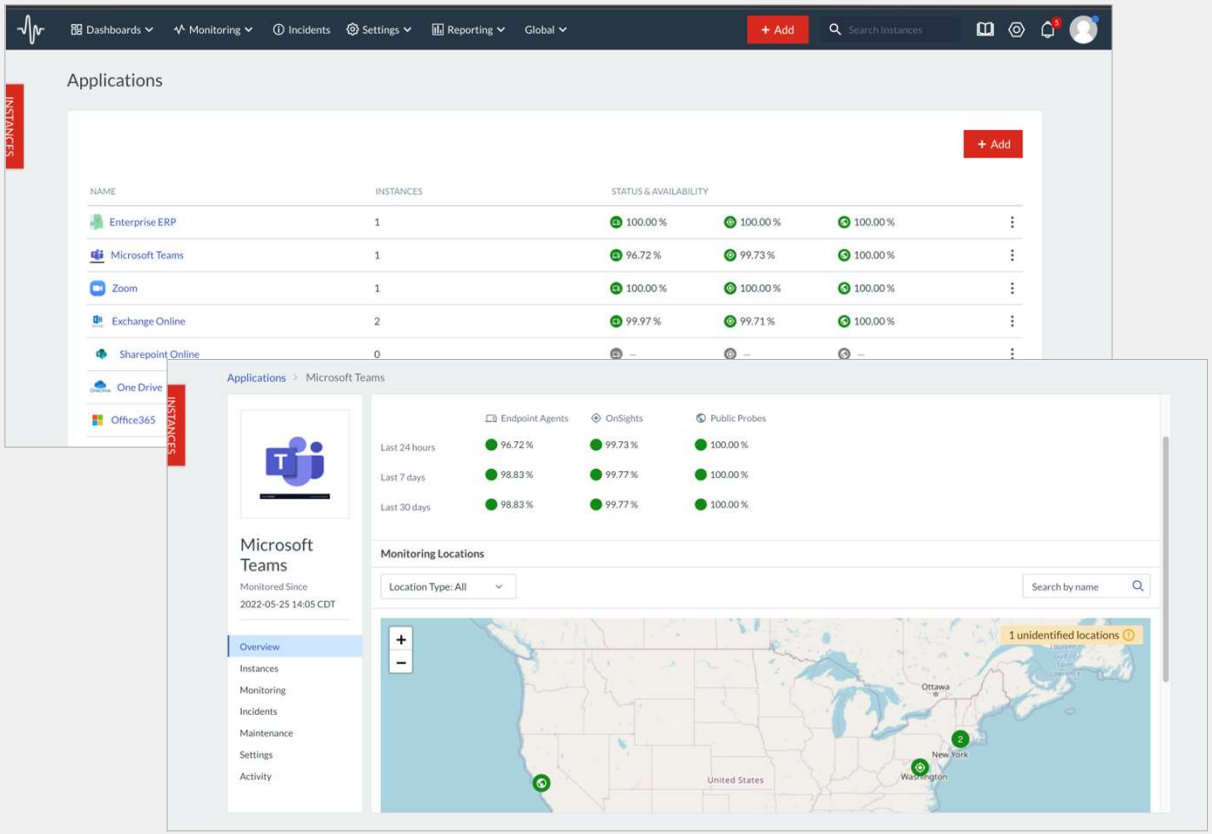
FortiMonitor Digital Experience and Network Monitoring

Improve digital experience with holistic, end-to-end monitoring

- Full-stack end-to-end visibility from a single SaaS platform
  - Device, network, infrastructure, application, cloud and on prem, vendor agnostic
- Efficiently troubleshoot issues
  - Correlate incident data and facilitate communication
- Reduce time to resolve issues
  - Automates diagnostic and remediation playbooks



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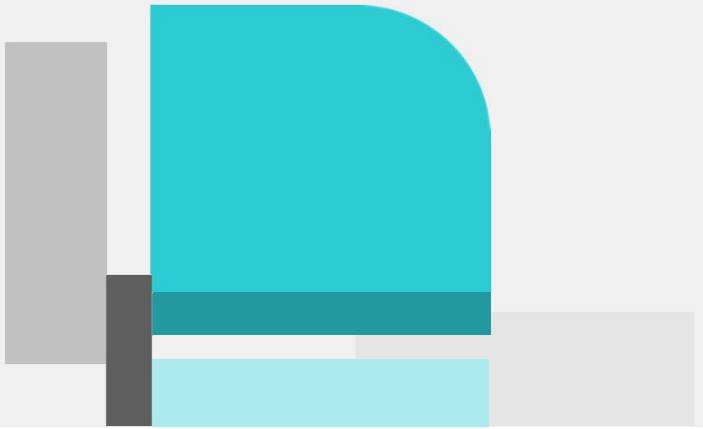
FortiMonitor Use Cases Demo

Digital experience monitoring of business-critical applications



Hosted Application Monitoring for User Experience

FortiMonitor

Observe the Digital Experience

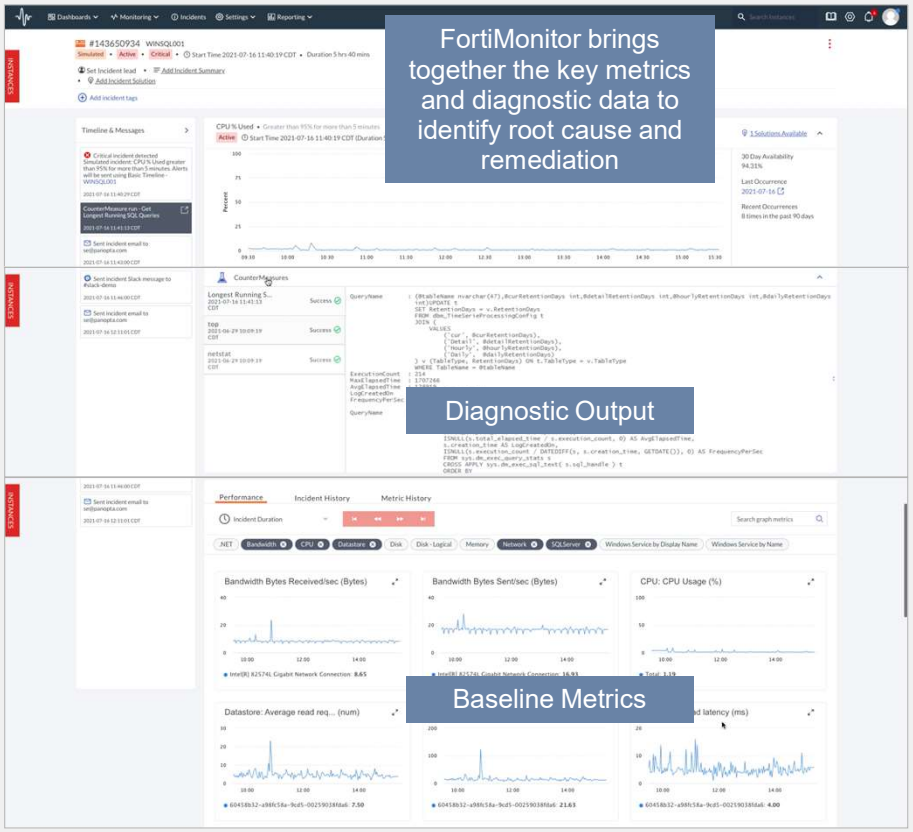
- Vendor Agnostic Network Monitoring
- On-premises Infrastructure Monitoring
- Cloud Infrastructure Monitoring
- Application Monitoring
- Endpoint DEM

Correlate Metrics and Alerts

- Consolidate alerts to raise a single incident
- Bring together network, server and SQL DB metrics as well as diagnostics data, in a single incident to identify the root cause

Respond Proactively

- Present remediation suggestions to assist the analyst to resolve before users are impacted
- Automate remediation for repeatable issues



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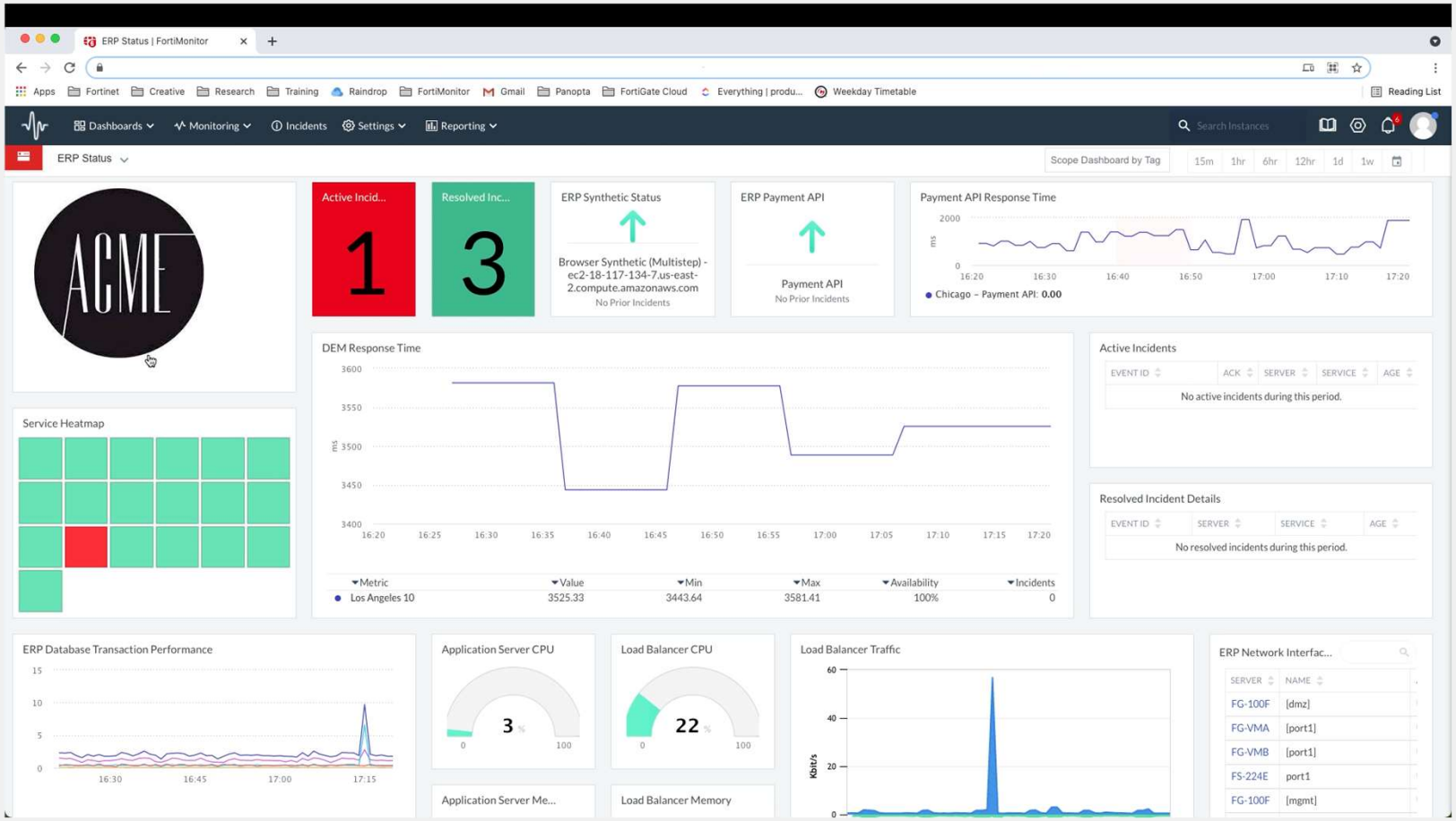
Demo Video – Hosted Application Monitoring



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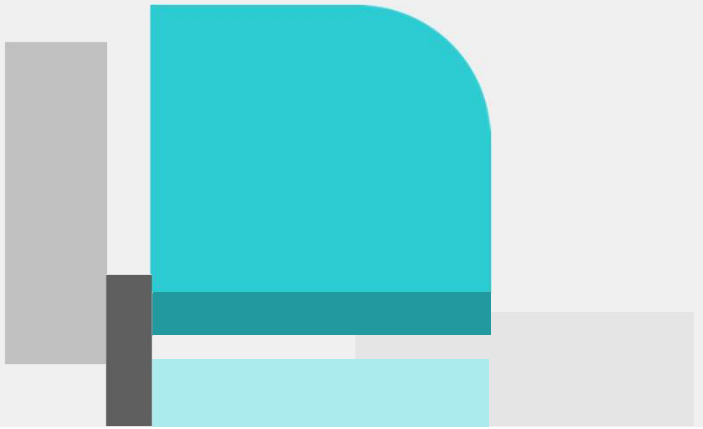
FortiMonitor Use Case Demos

Digital experience monitoring of SaaS applications



SaaS Application Monitoring for User Experience

FortiMonitor

Observe the Digital Experience

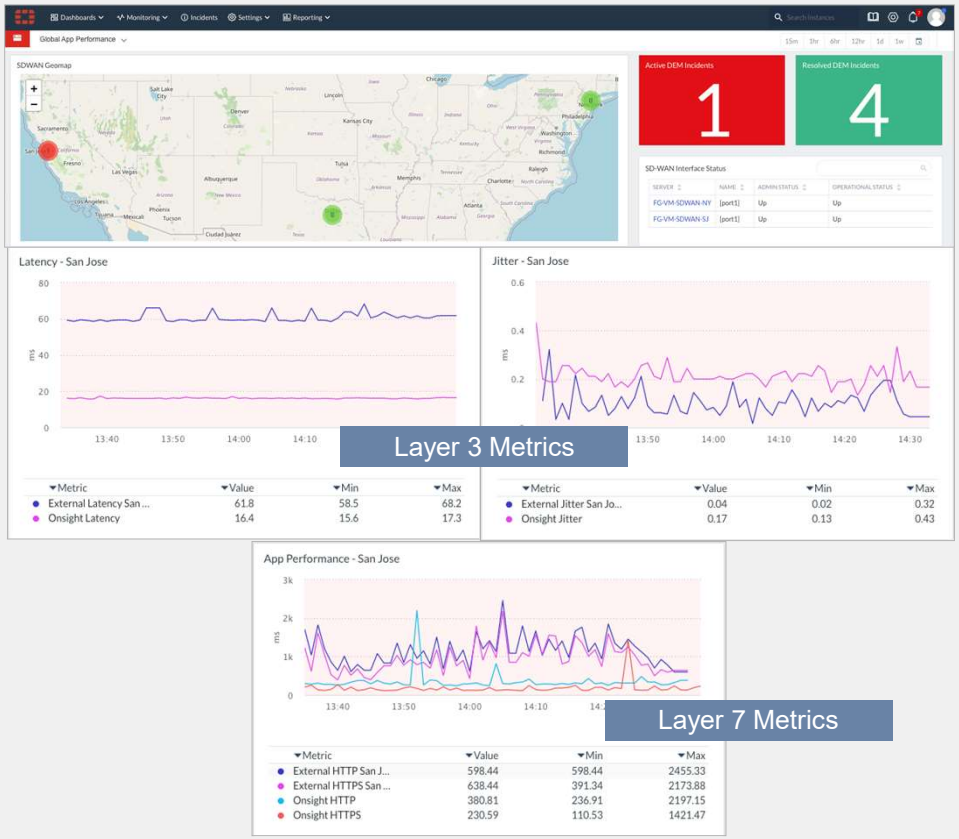
- Vendor Agnostic Network Monitoring
- Application Monitoring
- Endpoint DEM

Correlate Metrics and Alerts

- Consolidate alerts to raise a single incident
- Bring together layer 3 and local and global layer 7 metrics to identify the root cause

Respond Proactively

- Present remediation suggestions to assist the analyst to resolve before users are impacted
- Automate remediation for repeatable issues



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Demo Video

The Digital Experience is Everything

Drives brand loyalty

Turns customers into fans

Keeps us coming back

When it comes to the network, experience can be the difference between an epic failure or a runaway success

FortiMonitor

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https://www.fortinet.com/offers/fortimonitor-free-trial

GoDaddy

"With FortiMonitor, we deliver enterprise grade monitoring to our customer infrastructure enabling us to operate at massive scale"
Gary Roberts, Manager of Service Delivery

Prior State

Catalyst

Not Meeting SLAs, and a Competitive landscape changing

Issues

- Requirement to provide managed services at GoDaddy scale
- Unsatisfied customers leading to churn
- Homegrown monitoring didn't match the level of sophistication required

FortiMonitor Approach

Solution

Full API parity to automate provisioning

Deliverables

- Use a multi-tenant approach to segment customer & products
- Deploy CounterMeasures for diagnosis and remediation of services that customers depended on
- Proactively identify app failures and maintenance requirements

Value Gained

Roll Out

Robust API implementation for rollout and auto-add

Savings

- Competitive advantage by providing data directly to customers
- Increase in infrastructure stability
- Reduction in MTTR/D with the use of automation

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Informatica

"FortiMonitor has allowed us to achieve a single unified view into the health of our cloud infrastructure and unite our enterprise operations"
Vijay Chodavarapu, VP of Global Cloud Operations and SRE

Prior State

Catalyst

Unresolved incidents piling up, and vendor sprawl becoming unruly

Issues

- A constant struggle to understand internal SLAs
- Unsatisfied customers left without data
- Tool sprawl made monitoring impossible to scale

FortiMonitor Approach

Solution

Full API parity to automate provisioning

Deliverables

- Brought AWS, Azure, GCP and hosted infra all into the platform
- Tagging system logic to drive routing
- Robust synthetic checks, cloud data ingestion and CounterMeasures

Value Gained

Roll Out

Sophisticated tags and templates to expedite onboarding of existing and expansion infrastructure

Savings

- 60% decrease in diagnosis and resolution of incidents
- NOC has faith in the single source of truth
- Executive access to real-time SLA data

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SONY PICTURES

"FortiMonitor's the best platform to bring enterprise teams together."
Edward Chui, Head of Enterprise Monitoring

Prior State

Catalyst

Ransomware attack and Rip & replace directive

Issues

- Legacy tools that required constant upkeep
- Outdated infrastructure that needed to be revamped
- Too much noise for senior leadership

FortiMonitor Approach

Solution

SaaS model for future proofing

Deliverables

- Templates, tagging and policies to streamline ingestion
- Instrumentation across OS, application and network for single pane of glass

Value Gained

Roll Out

Onboarding in 45 days and Rip & replace directive

Savings

- Little manual overhead to maintain visibility
- Significant cost savings reallocating monitoring team to other projects
- Confidence around long-term stability from leadership

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