

aws marketplace

Fortinet FortiMail

# Reviews, tips, and advice from real users



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# Product Recap



Fortinet FortiMail

# Fortinet FortiMail Recap

Fortinet FortiMail is a robust email security platform offering anti-spam, antivirus, and anti-phishing capabilities. It integrates with Fortinet products to ensure seamless protection against email threats in on-premises, cloud, and hybrid environments, enhancing secure communication for businesses.

Fortinet FortiMail is designed to protect against a range of email threats including spam, phishing, and malware, ensuring email safety for organizations. It operates as both a gateway and server, allowing for secure filtering of incoming and outgoing emails. The integration with Fortinet's suite of security tools provides a comprehensive approach to managing threats effectively, while user-friendly interfaces and detailed reporting systems aid in threat monitoring and management. Frequent updates are implemented, though scalability and web console enhancements are necessary for improved performance.

## What are the key features of Fortinet FortiMail?

- **Anti-Spam:** Provides reliable filtering to block unwanted emails.
- **Antivirus:** Ensures protection against harmful viruses.
- **Anti-Phishing:** Prevents phishing attempts through advanced detection.
- **Sandboxing:** Enhances threat detection to manage email security efficiently.
- **Integration:** Seamlessly works with other Fortinet products for unified security.

## What benefits should users expect from Fortinet FortiMail?

- **Comprehensive Security:** Offers robust protection against multiple email threats.
- **Ease of Use:** Features a user-friendly interface for better accessibility.
- **Detailed Reporting:** Provides insights into threat management activities.
- **Reliable Performance:** Delivers consistent updates for maintaining email protection.

Fortinet FortiMail is implemented by companies across industries seeking to secure their email communications. In healthcare, it protects sensitive patient information, while in finance, it safeguards transactional data against phishing attacks. Retailers utilize FortiMail to prevent data breaches from fraudulent emails, demonstrating its versatility in diverse sectors.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✔ “Fortinet FortiMail positively impacts my organization by reducing mail activities such as spam and phishing, and I have noticed specific outcomes since deploying it, such as reducing my time by a minimum of 20 to 30 percent.”



**Abhimanyu Das**

Senior Cybersecurity Engineer at Kyndryl

- ✔ “Fortinet FortiMail is a very good product and reliable, and we find it easy to sell it.”



**Verified user**

Head of the IT Security Division at a tech services company with 11-50 employees

- ✔ “Fortinet FortiMail is rated an eight for the protection and features it provides in the on-premises setup.”



**MOHAN SUKUMAR**

Head of computer systems at Indian Institute of Space Science & Technology(IIST)



“For me, Fortinet FortiMail is the best solution I have ever tried.”



**Nigus Machin Amare**

CTO at Malam Engineering PLC



“From our experience with Fortinet FortiMail, we have found that it's a very strong platform for ensuring company security.”



**FernandoNavarrete**

Cyber Security Specialist Level II & Certified SOC Analyst at BTGPR



“Its threat detection capabilities have been beneficial.”



**Mohammed Hattari**

System admin at Environment Fund



“The features I find most valuable in Fortinet FortiMail include its robust security and ease of use.”



**Rias Majeed**

CTO at Exceed NetSec LLC

## What users had to say about valuable features:

The most valuable features are Fortinet FortiMail's ability to protect from advanced features of email-based attacks, including protection against ransomware and malware attacks. It is especially effective in blocking spam through standards like wrong source IP for email-based attacks. Its high scalability and stability, especially for financial institutions, are noteworthy.

**Nigus Machin Amare**

CTO at Malam Engineering PLC

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“The features I find most valuable in Fortinet FortiMail include its robust security and ease of use. Regarding its integrated sandboxing, I believe it adds significant value to threat detection. I would assess its high-performance mail scanning as a critical feature that contributes to its effectiveness..”

**Rias Majeed**

CTO at Exceed NetSec LLC

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“Fortinet FortiMail offers capabilities like settings for mail delivery, mail filtering, spam controls, and email bursting prevention. It also allows for email forwarding, dynamic filtering, and scanning based on virus signatures. I can set varying levels of security. The tool is flexible and provides essential features for mail security and management..”

**MOHAN SUKUMAR**

Head of computer systems at Indian Institute of Space Science & Technology(IIST)

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“The reporting features are especially valuable, including frequent reports for issues, alerts, and phishing alerts. We generate these reports weekly to check how the security is working with Fortinet FortiMail.

“From our experience with Fortinet FortiMail, we have found that it's a very strong platform for ensuring company security. It is a very good product..”

**FernandoNavarrete**

Cyber Security Specialist Level II & Certified SOC Analyst at BTGPR

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“The best features of Fortinet FortiMail include its techniques and tactics, which are highly effective compared to other solutions such as Microsoft 365. Although Fortinet FortiMail may not be as advanced in some aspects, it is well recognized for its strong performance in handling spam and phishing. It performs thorough mail scanning and also offers a sandboxing feature that enhances protection. Fortinet FortiMail has had a positive impact on my organization by significantly reducing unwanted email activities such as spam and phishing. It provides accurate detection and generates results that often exceed what can be achieved through manual analysis. Since deploying Fortinet FortiMail, I have observed a reduction in investigation time by at least 20 to 30 percent..”

**Abhimanyu Das**

Senior Cybersecurity Engineer at Kyndryl

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“Fortinet FortiMail has valuable features such as on-premises deployment and click protection, and it is working properly. This is the most important part for us, and we experience this without a lot of false positive troubleshooting because it is important for our technical team.

“We use Fortinet FortiMail sandbox integration, but nowadays I am a CISO, so I am not working closely with this product as I am leading projects. However, our customers are using sandboxing also to protect against known and unknown viruses.

“The high performance mail scanning of Fortinet FortiMail works fine, but sometimes it does not, depending on the hardware that you are buying. If you are buying a low-cost product, the speed is low. If you choose a bigger product, it will be faster. The main goal is that if you do not need high speed, it is enough to buy the lowest box. As I mentioned, you do not want to buy a user license; it is working, but it has a lower traffic throughput, and the performance is lower, so that is why we appreciate it..”

**Verified user**

Head of the IT Security Division at a tech services company with 11-50 employees

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# Other Solutions Considered

“I used Cisco secure email before, which was more expensive, complicated, and harder to deploy compared to FortiMail. Fortinet is easier to deploy, troubleshoot, check the logs, and is cheaper..”

**Verified user**

Solution Architect, Presales Engineer at a computer software company with 51-200 employees

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“One advantage of FortiMail against Symantec is its ability to effectively block spam, viruses, malware, and malicious traffic. It provides comprehensive security coverage across all these areas..”

**Edison Ting**

Director, Data and Privacy at Resona Merchant bank

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“In 2016, I worked with Cisco Secure Email, formerly known as Cloud Email Security. I think FortiMail is better in all areas compared to other tools. I still work with Cisco but focus more on FortiMail..”

**Verified user**

Security Technical Manager at a tech services company with 51-200 employees

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“Though I wasn't directly involved in the selection of the tool in my company, I remember my company chose the tool since it did not want to divert itself with too many vendors. As Fortinet's firewall was already being used in my company, and since our service partner highly recommended Fortinet FortiMail to us, we chose it..”

**Alexander Schweder**

Network Engineer at Static IPs Bremerhaven-2

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“There are no tools similar to Fortinet FortiMail that are available because each product has its own way of functioning. Similar products will have many features that may be similar, so duplication of services is something a company wants to avoid. It is probably the better choice to select a product that is the easiest to use and offers a good support team..”

**Sadiq Mbiyu**

Technical manager at Watronix Information Technology Ltd

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“In my opinion, Fortinet FortiMail can be compared to cloud API solutions or perhaps Cisco, but we are working only with Fortinet FortiMail for mail protection because it is working well for us and our customers. If you are buying a good Microsoft license, maybe P5 that includes email security, that is possibly the main competitor because if you are procuring everything from the cloud provider, it comes as one package, which makes it easier to handle the license..”

**Verified user**

Head of the IT Security Division at a tech services company with 11-50 employees

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# ROI

Real user quotes about their ROI:

Fortinet products, including FortiMail, have templates for sizing. Depending on these templates, questionnaires are prepared for clients to gather information for sizing based on the requirements.

**Nigus Machin Amare**

CTO at Malam Engineering PLC

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“There is definitely an ROI. If we calculate the return on investment and consider the time and effort saved from dealing with spam and email glitches, we feel more comfortable and receive safer emails. Overall, it has been a positive experience..”

**Syed-Ashraf**

National food at Qarshi industries pvt ltd

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“According to clients, there is a return on investment in the cost of ownership and value. That is it ends up costing most clients less than other solutions while providing as much in features and services or more..”

**Wagdy Hafez**

Cyber Security Solutions Manager at Summit Technology Solution

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“The product has an immediate impact on its users after deployment because it lets them know how the attacks are being blocked, and it provides a good analysis of why a certain email or activity has been flagged. There is good feedback related to the product from users..”

**Sadiq Mbiyu**

Tecnical manager at Watronix Information Technology Ltd

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“The solution's ROI can be seen in the decrease in spam emails, which previously caused the exchange server to shut down and disrupted communication with customers. This led to a decrease in monthly collections, but the implementation of the solution allowed for 24/7 communication and stabilized the end-of-month collections..”

**Oscar Mburu**

Security Admin at NCWSC

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“The time needed for troubleshooting before was reduced by at least 80%. This allowed us to focus on other applications as well, not only the web filter, email filter, and applications for the firewall.

We have taken away some applications that we used to monitor our network with, as they were offered in FortiGate, so we no longer needed them.

Many areas helped us in reduced costs, not only in the administration in these areas, but in replacing other services that we used to buy. For example, If you want to have wireless access points so that people can access on their mobiles, we would have had to purchase a radio-server and an expensive wireless access point which was needed together.

Access points that would cost between sixty and eighty dollars, you can have them with FortiGate on a switch, allowing you to monitor all of these from the FortiGate.

You have all of the security, you can create your policies and you can do all the measurement and shaping and applications of vision monitoring. Everything can be done through FortiGate.

These are some of the advantages that FortiGate have over all the others.

It's multi-platform.

As long as you work more on the configuration and you dig deep inside the policies, you can reach huge worlds, and the security layers, not seven, layer eight and nine because intelligence and security are there.

You have all it backs-up with the company. So yes, several things have been changed and replaced..”

**Imad Awwad**

Group IT Manager at a manufacturing company with 1,001-5,000 employees

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# Use Case

Fortinet FortiMail is primarily used by financial institutions to protect their mail servers. It offers protection from advanced features of email-based attacks and is placed inline with the mail server to filter inbound and outbound traffic.

**Nigus Machin Amare**

CTO at Malam Engineering PLC

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“I use Fortinet FortiMail as a firewall and an SMTP gateway for email. It works with our existing mail server on-premises to handle email filtering and security functions..”

**MOHAN SUKUMAR**

Head of computer systems at Indian Institute of Space Science & Technology(IIST)

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“I use Fortinet FortiMail for email security. As I mentioned before, we had a company bring it in to run as a Proof of Concept (POC) for six months. After that period, we approved and implemented it..”

**Mohammed Hattari**


System admin at Environment Fund

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“Fortinet FortiMail is primarily used for email filtering, such as managing spam and performing other related tasks. It helps by analyzing incoming emails to determine whether they are spam, based on predefined policies and rules. In addition, it monitors specific policies for both incoming and outgoing mail to detect spam or malicious activity..”

**Abhimanyu Das**

Senior Cybersecurity Engineer at Kyndryl

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“Fortinet FortiMail is almost the last product that I am able to use in the customer's environment because all of the other vendors are moving to the Microsoft or Google environment, and as I remember, two or three vendors have on-premises solutions for mail protection. That is why we use it, and our customers appreciate it because it is easy to use and has no user device license. It has only a simple device license..”

**Verified user**

Head of the IT Security Division at a tech services company with 11-50 employees

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“We are suggesting Fortinet FortiMail to control, check, and keep all email platforms secure and monitor if malicious code is coming through emails. We are using it for these purposes.

“We are a cybersecurity company. We offer security services to many different companies, and some of our clients have Fortinet FortiMail..”

**FernandoNavarrete**

Cyber Security Specialist Level II & Certified SOC Analyst at BTGPR

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

The setup time varies based on the use case and licensing features. Deploying basic features can take about two weeks, while advanced features might require around one month.

**Nigus Machin Amare**

CTO at Malam Engineering PLC

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“The initial setup for Fortinet FortiMail is easy if you know what needs to be done; however, if you have no experience, it will be hard because you need to know how it works..”

**Verified user**


Head of the IT Security Division at a tech services company with 11-50 employees

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“We work only with cloud solutions. During the initial stages of the deployment, we must contact support. The deployment took us a week. We configured and monitored it for some time, and then we did some fine-tuning to get it up and running. Seven engineers are responsible for the deployment and maintenance of the tool in our organization..”

**SelormAhiataku**

System&Network Administrator at All Limited Solutions

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“The product's initial setup phase was very easy.

After the initial configuration of virtual machines or appliances, you create a connector to Exchange or the email server and create a security profile according to customer needs, then create a policy to control all incoming or outgoing emails of your customer's organization..”

**Verified user**

Security Technical Manager at a tech services company with 51-200 employees

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“With the right guidance, the product's initial setup phase is not that complicated. Fortinet FortiMail provides good documentation and a support team to help users.

The solution is deployed with the help of Open Virtual Appliance (OVA).

The time taken to deploy the solution depends on the organization, but generally, the deployment process takes around seven days to complete in SMEs..”

**Sadiq Mbiyu**

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Technical manager at Watronix Information Technology Ltd

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“I was not directly involved in the product's deployment phase. I only know the tool's features and can use it. My team did not face difficulties or complain about the tool's setup phase. I believe it worked fine.

The solution is deployed on an on-premises model.

The solution's initial deployment tool took around half a year since we had to migrate from another tool.

The solution's deployment involved six to eight people, out of which there were two engineers, one system engineer, one network engineer, and one customer manager to handle the migration process, while the rest were the operating staff members..”

**Alexander Schweder**

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Network Engineer at Static IPs Bremerhaven-2

# Customer Service and Support

The technical support from Fortinet FortiMail is high. I have direct communication with Kenyan system engineers and local support in Ethiopia, enabling good support.

**Nigus Machin Amare**

CTO at Malam Engineering PLC

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“Training support from Fortinet in our region could be more available, as partner training and support are crucial for effectively understanding and recommending solutions to customers..”

**ShariqJamil**

Technical Manager at a comms service provider with 201-500 employees

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“The technical support for the solution is very good. The tool offers multiple levels of support, and most of the tickets can be resolved by the product's L1 support team. It is rare to use L2 or L3 support..”

**Verified user**

Security Technical Manager at a tech services company with 51-200 employees

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“The support team is not very responsive. There are some delays due to the time zone differences. We have to wait even if we need support immediately. The wait time depends on the time zone. We usually wait a few hours..”

**SelormAhiataku**

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System&Network Administrator at All Limited Solutions

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“I have not contacted FortiMail support specifically, but I mentioned that support for FortiGate was delayed, and it was challenging for me to understand support questions. I did not highlight any specific issues for Fortinet FortiMail..”

**MOHAN SUKUMAR**

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Head of computer systems at Indian Institute of Space Science & Technology(IIST)

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“I would rate technical support from Fortinet as a seven. However, for Fortinet FortiMail support, I would rate it as an eight, but for example, FortiGate is a six because it depends on the people on the other side. Mainly, they are focusing on Fortinet FortiMail and FortiAnalyzer, where the support engineers are very good. If you are calling about a problem with your FortiGate, sometimes it is hard to find the best engineer..”

**Verified user**

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Head of the IT Security Division at a tech services company with 11-50 employees

# Other Advice

“Out of ten, nine points might be a very high score for this solution, however, eight is more reasonable. I'd rate the solution, therefore, eight out of ten..”

**Verified user**

Solution Architect, Presales Engineer at a computer software company with 51-200 employees

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“I would recommend FortiMail for its ease of use and a single interface for all products. However, the renewal cost is higher than that of other vendors.

Overall, I rate the solution nine out of ten..”

**Walid Saber**

IT Manager at CNE

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“Security remains essential, and maintaining on-premises solutions may become challenging as more organizations move to cloud hosting services. Fortinet FortiMail is rated an eight for the protection and features it provides in the on-premises setup. The email security tool is considered essential despite high costs to ensure appropriate protection for data..”

**MOHAN SUKUMAR**

Head of computer systems at Indian Institute of Space Science & Technology(IIST)

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“There are multiple areas for improvement, like enhancing the product's user visibility and spam ranking. On-premises sandboxing should reduce false positives and strengthen its position compared to other products in the Gartner [Magic](#) Quadrant.

I'd rate the solution seven out of ten..”

**ShariqJamil**

Technical Manager at a comms service provider with 201-500 employees

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“I work with Fortinet FortiMail products but not with [FortiGate](#). We don't use exactly the [DLP](#) features with Fortinet FortiMail, but we activate some rules. We are not currently exploring the [DLP](#) features.

“I rate Fortinet FortiMail a ten out of ten..”

**FernandoNavarrete**

Cyber Security Specialist Level II & Certified SOC Analyst at BTGPR

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“Fortinet FortiMail is a very good product and reliable, and we find it easy to sell it.

“The main benefits that Fortinet FortiMail provides to the end-user, in my opinion, include the price, on-premises solution, and ease of use.

“I would rate pricing for Fortinet FortiMail as an eight.

“I am a Fortinet reseller, so for the purchase process, I am directly working with Fortinet.

“We are buying from the distributors, not through the [AWS Marketplace](#) or something similar.

“I am recommending Fortinet FortiMail to other users. I would give Fortinet FortiMail a final rating of eight overall..”

**Verified user**

Head of the IT Security Division at a tech services company with 11-50 employees

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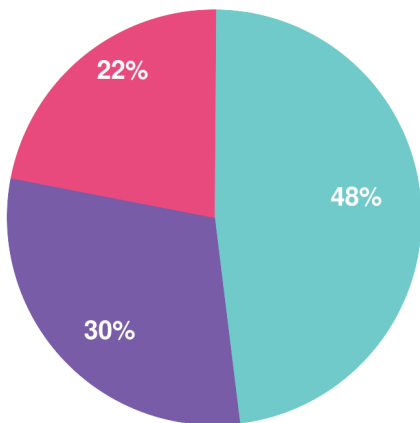
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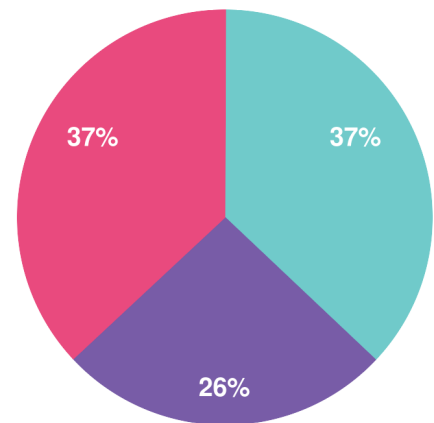
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