

aws marketplace

Fortinet FortiAuthenticator

Reviews, tips, and advice from real users



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Product Recap



Fortinet FortiAuthenticator

Fortinet FortiAuthenticator Recap

Fortinet FortiAuthenticator enhances security through intuitive management and integration capabilities, offering two-factor authentication and seamless connectivity with FortiGate, LDAP, and AD. It provides robust OTP features and operates efficiently across diverse environments.

Fortinet FortiAuthenticator is designed to streamline two-factor and multi-factor authentication processes across diverse network environments. Its seamless integration with Active Directory optimizes secure user management and enhances VPN security. It facilitates multi-domain authentication and serves as a comprehensive identity and access management tool. Organizations leverage its capabilities for VPN and network access while utilizing tokens for increased security. Its single sign-on feature aids in simplifying identity management and authorization, supporting extensive network and application security demands. However, improvements could be made to its outdated interface, pricing strategy, and better integration with third-party applications. Streamlined command line configurations and bolstered technical support would enhance user experience further.

What are the key features of Fortinet FortiAuthenticator?

- Simple FSSO configuration: Provides easy setup for secure single sign-on.
- Flexible two-factor authentication: Offers varied authentication methods to enhance security.
- Seamless integration: Works effortlessly with LDAP, AD, and FortiGate systems.
- Intuitive management: Features a user-friendly interface for efficient management.
- Robust OTP features: Supports diverse credentials for One-Time Passwords.

What benefits should users expect from Fortinet FortiAuthenticator?

- Enhanced security: Through detailed logs and strong authentication measures.
- Cost-effective management: Reduces administrative overhead and operational costs.
- Global operation support: Provides reliable service worldwide.
- Centralized management: Increases efficiency across devices and platforms.

In industries like finance, healthcare, and education, Fortinet FortiAuthenticator is implemented to secure sensitive data and streamline access management. Its integration capabilities support compliance requirements, while its authentication features ensure authorized access across platforms, enhancing both security and operational efficiency.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The most important feature is the security capability because it provides a substantial amount of security for admin-related activities.”



Sachin Vinay

Assistant Manager-Networks at a university with 1,001-5,000 employees

- ✓ “In my opinion, the main benefits that end users receive from Fortinet FortiAuthenticator include more security for their applications, for their systems, and for all their network devices that they are logging into.”



MuhammadHaris1

Presales Consultant

- ✓ “The biggest advantages of Fortinet FortiAuthenticator are that it's easy to deploy, easy to manage, and the GUI is a very strong interface.”



Omer Rehman Raja

Network Engineer at Coop Money



“Customer service and support are excellent.”



Yonas Abebe

Senior Network and Security Engineer at Symbol Technologies PLC



“Once you configure it properly, it runs fine.”



Rias Majeed

CTO at Exceed NetSec LLC



“It is used for SSO, single sign-on, and as a captive portal.”



MOHAN SUKUMAR

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



“The most valuable feature I find in FortiAuthenticator is web filtering.”



LinhNguyen7

IT Manager at PTECH

What users had to say about valuable features:

“The product's most valuable feature is its no-license requirement for SD-WAN functionality, significantly reducing operational costs. The ease of use, interactive GUI, and comprehensive security features are also beneficial..”

Rio Wijaya Manalu

Technical consultant at PT Net Sistem Infotama

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“The integration capabilities of Fortinet FortiAuthenticator are very interesting, as it can be integrated with third-party devices easily and is straightforward to configure. The integration with FortiToken is outstanding, adding a layer of security for authentication. In addition, it can be used by integrating with zero trust single access, enhancing overall security measures..”

Yonas Abebe

Senior Network and Security Engineer at Symbol Technologies PLC

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“The biggest advantages of Fortinet FortiAuthenticator are that it's easy to deploy, easy to manage, and the GUI is a very strong interface. The integration with the system is very straightforward.

“Fortinet FortiAuthenticator saves time and money for me and my clients because they have solutions for every device, depending on what the customer wants..”

Omer Rehman Raja

Network Engineer at Coop Money

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“The tool's most valuable features are push notifications and integration with the FortiGate firewall. Push notifications provide an instant acceptance mechanism. When customers try to access SSL VPN, the solution sends a push notification to their mobile phone, and they can easily approve the access. The integration with FortiGate firewall is very easy if our customers use FortiGate for their firewall.

It also supports easy user management. You can easily manage user accounts and groups. In terms of benefits, the tool provides both cost savings and efficiency, but efficiency is more important for our customers. The main point of this solution is security, which is the most important thing. After that, maybe you can say time management – you can easily manage your access and permissions. Cost savings come third..”

Özden-Aydın

Technology Consultant at 1ware

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“The most important feature is the security capability because it provides a substantial amount of security for admin-related activities. Fortinet FortiAuthenticator can be used from anywhere in the world, and the authenticator services function globally. This global accessibility is one of the critical advantages, particularly since admin features are critical and security is a real concern. With Fortinet FortiAuthenticator, secure usage of firewall services and related functions is achieved.

“A complete log of all users who access the authenticator setup is maintained. Monthly logs are reviewed to check for any unnoticed activities. Each authenticated user's complete activity history is recorded. This logging capability allows for providing access to more admin users while ensuring security is not compromised and all users can be monitored..”

Sachin Vinay

Assistant Manager-Networks at a university with 1,001-5,000 employees

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“I am utilizing two-factor authentication on Fortinet FortiAuthenticator, and some of the other features are also useful. For example, you can have the domain user authenticated on his machine, but for that part, we need to install Fortinet FortiAuthenticator installer on that machine separately. That part is also useful, but mostly, two-factor authentication is being utilized via Fortinet FortiAuthenticator on-premise solution, so most of the users go with that part.

“In my opinion, the main benefits that end users receive from Fortinet FortiAuthenticator include more security for their applications, for their systems, and for all their network devices that they are logging into. In the IT department, every IT user will get the two-factor authentication part, plus the normal users will get two-factor authentication by signing into their internal products. Most of the time, it is the benefit of two-factor authentication, which will benefit users in the security scenario..”

MuhammadHaris1

Presales Consultant

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Other Solutions Considered

“I evaluated other options, including Cisco and Aruba, but found Fortinet's SD-WAN superior for ease of use and integration with other Fortinet products..”

Rio Wijaya Manalu

Technical consultant at PT Net Sistem Infotama

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“Many products are used in the industry, including SonicWall and Check Point. However, Fortinet FortiAuthenticator has a better setup for authenticating compared to these alternatives, making it the preferred choice..”

Sachin Vinay

Assistant Manager-Networks at a university with 1,001-5,000 employees

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“The main competitor on the market for Fortinet FortiAuthenticator would be Cisco Duo. However, if a user requires a security perspective on-premises solution, then I do not think any competitor would beat Fortinet FortiAuthenticator..”

MuhammadHaris1

Presales Consultant

[Read full review](#) 

“When comparing Fortinet with Palo Alto, it varies by market. In Saudi Arabia, we suggest Palo Alto for medium to large enterprises, while Fortinet FortiAuthenticator is preferred for small to medium enterprises. Organizations tend not to prefer it in high-end environments or bigger organizations..”

Omer Rehman Raja

Network Engineer at Coop Money

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“I use Sophos, along with Fortinet FortiAuthenticator, since most of our company's clients find it hard to find something in their price range that they want as they are price-conscious. Many of our company's clients go for Sophos since it is a cheap product compared to Fortinet FortiAuthenticator. Some of our company's clients go for Fortinet FortiAuthenticator as it provides value for money..”

Selorm Ahiataku

System&Network Administrator at Spearhead Networks

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“I used alternatives a long time ago, but not recently. I worked with all kinds of solutions when I was in the enterprise segment before coming to the SME segment. The enterprise segment is more demanding than the SME segment.

We are a solution-based company, not product-based. We discuss with clients to understand their requirements and then find the right product within their budget.

We do a lot of research to find the right product line that meets the client's needs without compromising performance. We offer cost-effective solutions for the SMB segment and provide first-level support, and then back-end support accordingly.

I've mainly been working with Fortinet, leading the solutions development. I've also worked with SonicWall and, before it was taken over by Fortinet, Cyberroam. Before that, I used to work with almost all product lines. I was one of the first Check Point-certified engineers, about 25 years ago. The first firewall was in '96.

However, we haven't started using FortiGate Cloud yet. I've been using the FortiGate appliance for quite a long time, almost 20 years now. The main problem we are facing in the UAE is the lack of upload speed. We get a one-to-ten ratio; for a 100 Mbps connection, we only get 10 Mbps upload speed. That is where we are getting stuck with FortiGate Cloud. It isn't working out well for us..”

Rias Majeed

CTO at Exceed NetSec LLC

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ROI

Real user quotes about their ROI:

“I have not directly observed a return on investment from Fortinet FortiAuthenticator. Being in a technical rather than sales role, this aspect is typically handled by the sales team..”

Henrik Pedersen

Infrastructure Manager at Scandinavian Highlands Holding A/S

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“Investing in Fortinet FortiAuthenticator has had a positive impact on overall security costs. It enhances security by ensuring only the right person can access systems, even if their login credentials are compromised..”

Yonas Abebe

Senior Network and Security Engineer at Symbol Technologies PLC

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“The return on investment for FortiAuthenticator is difficult to measure. It's a security tool that companies use because they're looking for security, and some are forced to because of compliance. It's not something that every company is implementing yet. But, in the future, it may become a compulsory feature on every device.

It's not a cost savings; it's an expense. However, on the security side, breaches can be reduced because of two-factor authentication. It's not a cost-saving measure, but it's a necessity for security and to prevent unauthorized access. For the SME segment, unless they're forced into it, they want to have protection to prevent unauthorized access. That's the thing..”

Rias Majeed

CTO at Exceed NetSec LLC


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Use Case

“We use Fortinet FortiAuthenticator for two-factor authentication and multi-factor authentication. We utilize it as a token for access authentication, including both soft tokens and hard tokens..”

Omer Rehman Raja

Network Engineer at Coop Money

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“We deployed the solution for a client, and the license supports 100 people. It is leveraged for user authentication when accessing Cisco devices by integrating with Fortinet FortiAuthenticator..”

Yonas Abebe

Senior Network and Security Engineer at Symbol Technologies PLC

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“I use FortiAuthenticator for authentication systems and identity management within my company. I am involved in deploying the solution for our customers as well, and it integrates with other security products..”

LinhNguyen7

IT Manager at PTECH

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“We are using Fortinet FortiAuthenticator to implement token-based authentication for wireless network access. It is used for SSO, single sign-on, and as a captive portal. We primarily use it for token implementation for wireless network access..”

MOHAN SUKUMAR

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

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“We are using Fortinet FortiAuthenticator for Single Sign-On (SSO) logins and Active Directory (AD) credentials with Fortinet tools. For accessing the cloud environments and on-premises, we use SSO..”

Anji K

DevOps Engineer at YASH Technologies

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“Fortinet FortiAuthenticator is primarily used for authenticating admin users, including remote admin use cases. Remote admin use cases utilize Fortinet FortiAuthenticator to securely authenticate admins for making policy decisions and other administrative functions.

“Multi-factor authentication is implemented in several cases, particularly for VPN and VPN admin use cases where multi-factor logins are provided to users. This approach enhances security because even if one factor is compromised, the other factor remains secure, since both factors being compromised simultaneously is not a typical occurrence. The main benefit is that security is enhanced through this multi-layered approach..”

Sachin Vinay

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Assistant Manager-Networks at a university with 1,001-5,000 employees

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 initial setup was relatively straightforward, especially for basic SD-WAN functionalities. More complex configurations may require additional time and expertise..”

Rio Wijaya Manalu

Technical consultant at PT Net Sistem Infotama

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“The initial setup took two days, including integration. We ensured the virtual environment was ready, deployed the VM, integrated it with Active Directory, onboarded the endpoint devices, and provided FortiToken authentication for the 100 users via email..”

Yonas Abebe

Senior Network and Security Engineer at Symbol Technologies PLC

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“The initial setup of FortiAuthenticator was straightforward. It was easier than setting up other similar products. I handled the installation myself but reached out to the technical support team when needed..”

LinhNguyen7

IT Manager at PTECH

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“The deployment was not complex, but it is not quite easy to deploy it on the desktop. It took three to four hours. We took half a day because we were new to the product and our employees were also involved in other tasks. The network team in our organization maintains the solution. There are six people in our network team..”

Viswanathan Selvakumar


Senior Manager at Allsec Technologies Ltd

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“We typically only need to perform installation updates or implement changes if infrastructure changes occur at the customer's end. This doesn't happen often, once or twice a year. When implemented correctly, it's not complicated to manage, so it isn't required. We have a team of five engineers responsible for deployment, maintenance, and all other operations related to the product..”

Slawomir Napiorkowski

Architect at IT Systems and Solutions sp. z o.o.

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“It is easy. If you know the technology, it is easy to implement. If you don't, then it will be difficult.

- **Deployment time:**

With testing and everything, it's a one-day job. Quite fast compared to other solutions.

You have to know where to click, what to install, and what to do. If you know the steps, it is easy. If you don't, then it will take maybe weeks or so.

- **Integration Capabilities:**

Once integrated with the firewall, it supports SSL VPN and the firewall itself. If integrated with the FortiAnalyzer, it supports Active Directory. The extent to which you deploy FortiAuthenticator depends on your specific needs..”

Rias Majeed

CTO at Exceed NetSec LLC

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Customer Service and Support

“When we send a ticket to Fortinet, they go into research mode as if they are hearing the problem for the first time. Their support has not fully enabled us to fix the problems..”

MOHAN SUKUMAR

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

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“Technical support is mixed. Sometimes, technical support is very good, however, at times, some technical staff lack knowledge, which delays issue resolution..”

Anji K

DevOps Engineer at YASH Technologies

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“Regarding Fortinet technical support, I would say a six. Most of the time, the engineer will take time, such as 24 hours or 48 hours, maybe even more, because most of the time, they appear, gather the logs, and then disappear..”

MuhammadHaris1

Presales Consultant

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“The technical support team is proficient and has all necessary resources to support all types of requirements. The quality of technical support staff is high. Compared with other vendors, Fortinet FortiAuthenticator has a good technical support team..”

Sachin Vinay

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Assistant Manager-Networks at a university with 1,001-5,000 employees

“Whether Fortinet's technical support is helpful depends on factors like the time zone from which the user contacts Fortinet's support team.

I rate the technical support a nine out of ten..”

Selorm Ahiataku

[Read full review](#) 

System&Network Administrator at Spearhead Networks

“Customer service and support are helpful, but in the last few years, I've found that the first-level support isn't able to understand the issue. They escalate to the tier-two level, who are able to resolve it.

On the first level, it takes time. Maybe they have grown too big and aren't able to give each network the unique attention it deserves. We customize some implementations, and at that time, they're not able to help because the people supporting are new and not from the field. The training seems fine, but in practice, it's different. Their support is not that great anymore. A little arrogance is there.

It doesn't qualify them very well if there's arrogance in their communication. They do not understand the issue. That's why you're coming back to support.

For example, one issue I'm facing is when a person leaves the organization without handing over details. They'll send an email to that person, but that person is not available. How are you going to access this email? These are a few instances where we are finding it difficult, and they take more than a week or two to resolve some issues. Their support used to be very good, but now that they're on top, they're not as responsive at the first-level support..”

Rias Majeed

CTO at Exceed NetSec LLC

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Other Advice

“Fortinet FortiAuthenticator has been very helpful. The product functions mostly as intended but not completely. The overall review rating for this product is ten out of ten..”

Sachin Vinay

Assistant Manager-Networks at a university with 1,001-5,000 employees

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“Up to now, I would not recommend FortiAuthenticator to others yet as I have ongoing transitions and evaluations.

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

LinhNguyen7

IT Manager at PTECH

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“I would recommend Fortinet FortiAuthenticator to other users because of its excellent integration capabilities and security features. The overall rating I would give is a seven. Improvements in migration capabilities are necessary, especially as clients often change environments..”

Yonas Abebe

Senior Network and Security Engineer at Symbol Technologies PLC

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“I have not been working with Fortinet FortiAuthenticator's AI capabilities.

“I would recommend Fortinet FortiAuthenticator to others because of its quality and my positive experience with the solution.

“On a scale of 1–10, I rate Fortinet FortiAuthenticator an 8 overall..”

HenrikPedersen

Infrastructure Manager at Scandinavian Highlands Holding A/S

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“Regarding compliance features in Fortinet FortiAuthenticator, there is an option to disable or enable compliance, and I enabled that option as a baseline configuration. I have not tried any other compliance features.

“Fortinet FortiAuthenticator is affordable compared to competitors such as Palo Alto.

“I cannot specify how much it can save in terms of money and time.

“Currently, I don't think there are any features that I would want to see included in Fortinet FortiAuthenticator in the future.

“On a scale of 1–10, I rate Fortinet FortiAuthenticator an 8..”

Omer Rehman Raja

Network Engineer at Coop Money

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“For real-time reporting from Fortinet FortiAuthenticator, I do not have experience. We did not utilize that part because most of the time, two-factor authentication is sufficient for that part in authentication.

“For tracking user activities, I do not know what Fortinet FortiAuthenticator offers because, in my case, the solution would be an internet access gateway in a Fortinet product, which is [FortiProxy](#). That is used for user activity to track that user activity part.

“Regarding the authentication protocol I have mostly worked with on Fortinet FortiAuthenticator, we go with the default ones. We call RADIUS on that FortiGate part and we choose the default. I think PAP will be utilized, or maybe MS-CHAP.

“For the workflow part, I do not know if Fortinet FortiAuthenticator helps clients automate workflows. It may have that feature, but I did not use that feature. Workflow automation, because two-factor authentication is sufficient for that for most clients.

“For the pricing of Fortinet FortiAuthenticator, I have no experience with pricing. I worked on the deployment side and the pre-selling side most of the time. I did not spend time bargaining or comparing products that have low cost or high cost.

“I would rate this review an eight overall..”

MuhammadHaris1
Presales Consultant

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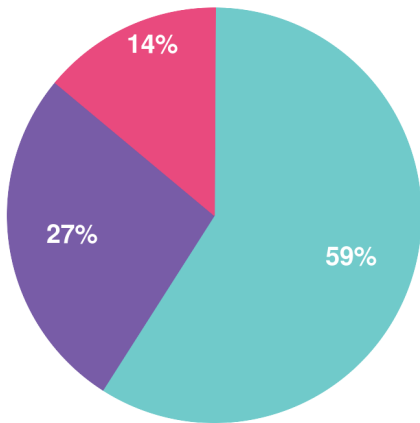
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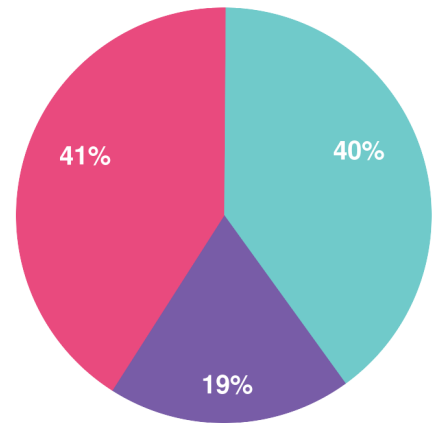
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244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944