aws marketplace

Fortinet FortiMail

Reviews, tips, and advice from real users

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Fortinet FortiMail

Fortinet FortiMail Recap

As cyber attacks become more sophisticated, it is crucial for email security solutions to offer multi-layered protection. Fortinet's proven email security platform, FortiMail, is a comprehensive multi-layered threat protection solution designed to secure users from the full spectrum of email-based threats, which includes zero-day threats, credential impersonation, spam, phishing, malware, and business email compromise (BEC) attacks.

Fortinet FortiMail offers a variety of deployment models to best fit your organization's email security needs. On-premises, private or public cloud, or hybrid email environments can be deployed and managed in-house by your team or managed by Fortinet's data centers. FortiMail also employs virtual machines that provide robust scalability options and flexible deployment of email security infrastructure.

Fortinet FortiMail Benefits

Fortinet FortiMail provides your organization with the following benefits:

- Eliminate message-based threats by using FortiMail's advanced inspection capabilities before they can harm your users.

- Flexible licensing ensures that you don't have to create a license for each user as you scale your network upwards.

- Achieve regulatory compliance with sophisticated messaging content archiving, quarantining, and routing tools.

- Stop spam before it takes over your messaging system and network resources, ensuring that your messaging performance remains optimized.

Fortinet FortiMail Benefits

Some of Fortinet FortiMail's top features include:

- **Spam and malware prevention:** FortiMail employs advanced techniques and technologies, such as outbreak protection, impersonation detection, content disarm and reconstruction, and sandbox analysis to provide users with high-performing antispam and antimalware tools designed to prevent unwanted bulk email, ransomware, and other targeted attacks.

- **Powerful data loss prevention:** Identity-based email encryption and archiving help prevent the loss of sensitive and important information and ensure that your organization adheres to compliance with corporate and industry regulations.

- **Automatic updates:** Receive dynamic updates from the FortiGuard subscription services that automatically upgrade your antispam and antivirus functionality using intelligence

gathered by Fortinet's dedicated global threat research team.

- **Seamless integration:** Integrations with other Fortinet products and external third-party components enable companies to enhance their security by sharing indicators of compromise (IoCs) across a unified security system.

- **Easy email management:** Gain full visibility over real-time email traffic with Fortinet FortiMail's intuitive dashboards, rich reporting features, centralized quarantine tools, and end-user controls. Control email traffic with the solution's full mail transfer agent and mail-handling capabilities. The solution's quick-start setup wizard greatly reduces the complexity of deployment and management.

Reviews from Real Users

Fortinet FortiMail stands out among its competitors for a number of reasons. Two major ones are its powerful anti-virus tool and its robust spam protection capabilities.

Flamur P., head of security management at Ipko Telecommunications, writes, "Fortinet FortiMail has a lot of valuable features. It works great. It also has an antivirus feature. Support for Fortinet FortiMail was also great when my team wanted to block some geographic IPs, but couldn't figure out how to do it. The support team provided clear communication on how to resolve that issue. Another valuable feature of Fortinet FortiMail is spam filtering which tells you how many spammy emails you've received. Based on my current use cases, I'm happy with Fortinet FortiMail."

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "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
Network & Security Engineer at Malam Engineering PLC

✔ "Its threat detection capabilities have been beneficial."

Mohammed Hattari
System admin at Environment Fund

✔ "Fortinet utilizes specialized processing units, which network faster and sample more efficiently compared to others."

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

✔ "FortiMail effectively filters all emails coming to our mail server, blocking malicious ones automatically."

Walid Saber
IT Manager at CNE

✔ "Fortinet FortiMail is a complete product addressing mail security concerns. It helps to know spam subscriptions and create restriction policies."

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

✔ "The most valuable feature of Fortinet FortiMail is its fully detailed dashboard."

Ahmed-Dawood
Director of IT at Oriental Weavers

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   Read full review ↗
Network & Security Engineer at Malam Engineering PLC

"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   Read full review ↗
Head of computer systems at Indian Institute of Space Science & Technology(IIST)

"The most valuable feature of Fortinet FortiMail is its ease of use. It is very straightforward and provides good functionality.

Additionally, its threat detection capabilities have been beneficial. It has been easy to integrate and work with, providing us with the necessary features for email security.."

Mohammed Hattari
System admin at Environment Fund

Read full review ↗

"The most effective features in intercepting malicious emails include controls like DKIM and SPF. Fortinet utilizes specialized processing units, which network faster and sample more efficiently compared to others.

Additionally, the PSIRT database and threat intelligence database contribute to the effectiveness, and the number of false positives is lower than with other products.."

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

Read full review ↗

"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

Read full review ↗

"FortiMail effectively filters all emails coming to our mail server, blocking malicious ones automatically. Everything is easy to configure and manage all appliances in one interface. This streamlined interface applies to FortiMail, FortiAnalyzer, and other Fortinet products, making it user-friendly and efficient for our organization.

Our Fortinet infrastructure allows us to maintain consistent protection across all devices.."

Walid Saber
IT Manager at CNE

Read full review ↗

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

Read full review ⬚

"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

Read full review ⬚

"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

Read full review ⬚

"I have used Cisco products. Fortinet model does not depend on users, whereas for Cisco, the licensing is dependent on the number of users. I do know that Cisco is more expensive for us than FortiMail.."

SomaiaNabil
Senior Cybersecurity Presales at a tech services company with 201-500 employees

Read full review ↗

"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

Read full review ↗

"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
Tecnical manager at Watronix Information Technology Ltd

Read full review ↗

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   Read full review ⬈
Network & Security Engineer at Malam Engineering PLC

"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   Read full review ⬈
National food at Qarshi industries pvt ltd

"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   Read full review [↗]
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   Read full review [↗]
Tecnical manager at Watronix Information Technology Ltd

"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   Read full review [↗]
Security Admin at NCWSC

"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   Read full review [↗]
Group IT Manager at a manufacturing company with 1,001-5,000
employees

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   Read full review ↗

Network & Security Engineer at Malam Engineering PLC

"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   Read full review ↗

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

"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   Read full review ↗

System admin at Environment Fund

16

"Our main use case for FortiMail is to protect emails. It acts as a security appliance focusing on emails and securing the inbox. It checks the content of the mail itself and the links that accompany the emails most of the time.."

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

Read full review ↗

"We use FortiMail to filter all emails coming to our mail server. It blocks malicious emails automatically. We also have FortiAnalyzer to collect logs and monitor traffic with Fortinet analyzers. We are in the process of buying FortiWeb to secure our website against attacks like SQL injection.."

Walid Saber
IT Manager at CNE

Read full review ↗

"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

Read full review ↗

Cyber Security Specialist Level II & Certified SOC Analyst at BTGPR

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   Read full review ↗

Network & Security Engineer at Malam Engineering PLC

"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   Read full review ↗

System&Network Administrator at All Limited Solutions

"The initial setup of Fortinet is not suitable for everyone; it requires a solid understanding of how email systems function, making it less accessible for entry-level or junior technicians. Proper comprehension of mail concepts is crucial for a successful deployment. Incorrect configurations may lead to misleading outcomes, potentially causing disruptions in both incoming and outgoing emails. ."

Rias Majeed
CTO at Exceed NetSec LLC

Read full review ↗

"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

Read full review ↗

"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   Read full review ↗
Tecnical manager at Watronix Information Technology Ltd

"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   Read full review ↗
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   Read full review [↗]
Network & Security Engineer at Malam Engineering PLC

"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   Read full review [↗]
Technical Manager at a comms service provider with 201-500 employees

"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   Read full review [↗]
Security Technical Manager at a tech services company with 51-200 employees

"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
System&Network Administrator at All Limited Solutions

Read full review ↗

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

Read full review ↗

"Fortinet FortiMail office provides good support to users. Within the region where I operate, the support offered by Fortinet is good, especially considering the taken by the technical team to resolve issues.

The longest time taken by the support team to resolve an issue is a day, and it is mostly because the support depends on the time you raise a ticket with the technical team, or it may be based on the support contract that a user has opted for in the company. Support also depends on the contract a user has chosen, which may include support for twenty-four hours and seven days a week in a year or eight to five support.

I rate the technical support a seven out of ten.."

Sadiq Mbiyu   Read full review ↗
Tecnical manager at Watronix Information Technology Ltd

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   Read full review ↗
Solution Architect, Presales Engineer at a computer software company with
51-200 employees

"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   Read full review ↗
IT Manager at CNE

"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)

Read full review ↗

"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

Read full review ↗

"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

"The product helps users handle security challenges as it offers prefiltering options and does relatively good incident reporting. The product also helps diagnose the tool's interface.

The tool's anti-spam feature was easy to use. The tool automatically checks the spam part, which is a fast process.

The tool's user interface and customizability features are fine.

My company maintains the tool for the customers. There are one to two engineers and a handful of operating people who take care of daily businesses and operational tasks.

When we go to our company's customers, we always like to offer a full stack of security tools for an environment and it is an area where we prefer Fortient.

The tool integrates with other Fortinet products in a very good manner. With open-source tools, Fortinet FortiMail's integration is good enough.

I don't know how much AI is involved in the tool.

For people with Fortinet's universe, it is a good product that they can choose, and it offers good integration features. It is also a solid feature set. If someone is on a tight budget, I won't recommend the tool to such people.

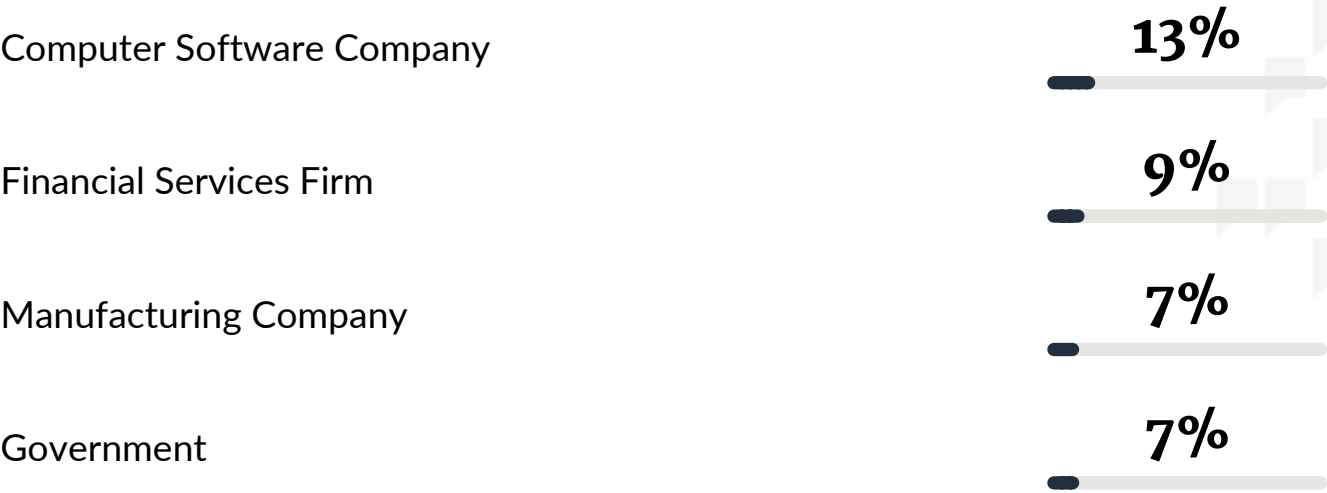I rate the tool a nine out of ten.."

Alexander Schweder
Network Engineer at Static IPs Bremerhaven-2

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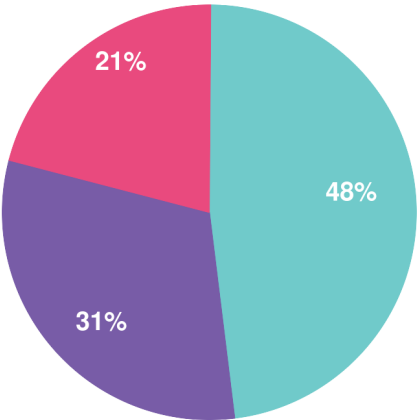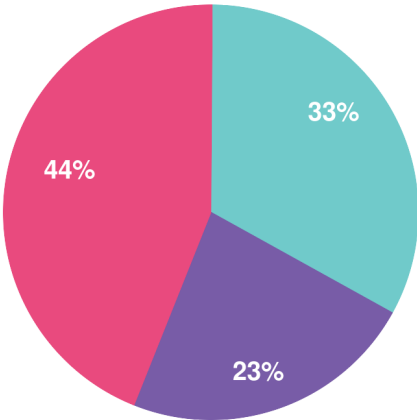
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