



FortiClient

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

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Cybersecurity Engineer at GFR Media

Raul Rivera

WHAT IS OUR PRIMARY USE CASE?

The primary use case is for remote access from having encrypted tunnels for our users back into our firewall. It was what was available at that point. We no longer are using a Fortinet firewall, which was the reason we stopped using FortiClient. While it was available, it was a good solution.

WHAT NEEDS IMPROVEMENT?

We had some issues using IPsec as a remote tunnel protocol and we had to change those configurations from IPsec to SSL. That was the only issue we had with FortiClient during the four years we used it. Everybody else is doing AI, machine learning, self-healing, next-generation features. They should incorporate more next-generation features.

FOR HOW LONG HAVE I USED THE SOLUTION?

Three to five years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

The stability is excellent.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

It scaled very well. We had close to a hundred users running the solution without an issue.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support was excellent.



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IF YOU PREVIOUSLY USED A DIFFERENT SOLUTION, WHICH ONE DID YOU USE AND WHY DID YOU SWITCH?

Before FortiClient we were using Microsoft RAS, Remote Access Server. We moved to FortiClient when we installed the Fortinet firewalls.

HOW WAS THE INITIAL SETUP?

The initial setup was very straightforward. It was on demand. We would have our help desk level one technicians do the installation on the end user laptops. The deployment strategy was as needed or on demand. The deployment took half an hour of a level one technician's time. We didn't have technical staff for this, it was a very simple software to deploy. We had a manual that we would give the users. It was a self-serve. Apart from our installation, it was very simple to use. It had a lot of options which we really didn't use like vulnerability assessment or patching. We just used it for remote access.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We did the implementation ourselves.

WHAT WAS OUR ROI?

The return on investment was very reasonable. It was low cost and it functioned, so the return on investment was excellent. The integration was the firewall. Being able to have a firewall log that actually logged my FortiClient information and being able to have a centralized console to give me visibility, was the main reason we used FortiClient, because of its integration with the firewalls.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Licensing was free up to ten users and after that, it was pretty reasonable.

WHAT OTHER ADVICE DO I HAVE?

I would advise someone considering this solution to use as much functionality as possible on the endpoint. I would rate it a seven out of ten. It fills remote access needs. I give it a seven because of the issues we had between IPsec and SSL. I also give it a seven for its cost, which is very low. It was a good product while I had it.

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