



McAfee Service Provider Program

Partnering for mutual success

McAfee has a deep commitment to delivering competitive value for its partners. Partners like you play a vital role in helping us to recognize the ever-changing requirements of our mutual customers and to bring our solutions to the global market. McAfee® SecurityAlliance offers several programs and levels of participation to provide a custom framework for service delivery. Under this umbrella, the McAfee Service Provider Program enables you to access McAfee solutions and provide services under your own brand and to manage licensing, policies, and reporting for products across all your end users.

Service Provider Requirements

- Enrollment into the McAfee SecurityAlliance partner program
- Agreement to McAfee Service Provider terms and conditions
- Ownership and management of the technology license from McAfee
- Provides an End User Service Level Agreement and 24/7 technical support
- McAfee Technical and Support certification(s) (based on regional requirements, per product managed)

Service Provider Benefits

- Customized service offering
- Pay-per-use pricing
- Quick product access
- Efficient reporting—Single reporting, single invoice
- Optimized support offering

McAfee Service Provider Program

The McAfee Service Provider program is tailored to meet the needs of partners like you that want to provide value-added offerings to their managed end users as part of partner-branded service. The program gives you a framework for new pricing models, simple reporting, access to hardware, on-premises software, cloud-based software, and optimized partner support to help you extend business growth and the value you offer your customers.

Ideal service provider partners include:

- Pure-play managed security service providers looking to incorporate world-class solutions
- Hosting organizations that want to embed security into existing offerings or create standalone security services
- Communications companies looking for additional security add-on or cross-sell opportunities
- Partners expanding from resale into value-added service delivery
- Global and local telecommunications providers who wish to increase revenue profitably

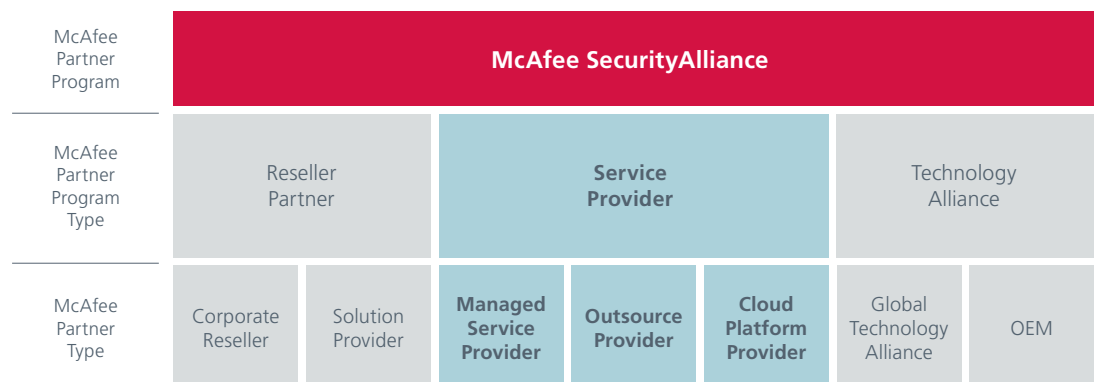
McAfee Service Provider Partner Types

The McAfee Service Provider program has various levels of participation that help you differentiate your business with specific offerings. The partner type you choose will distinguish you as a leader with a particular area of expertise who is committed to helping customers with their security requirements today and in the future so that they can focus on running their businesses.

Partner types and partner requirements include:

- **Managed Service Provider**—Provides management of the licensing, policy, and reporting for the products and services across all its end users
- **Outsource Provider**—Provides complete responsibility for “outsourced IT services” delivered faster than customers’ own IT departments can deliver on their own
- **Cloud Platform Provider**—Provides software, appliances, platforms, or suites of technologies that enhance the basic services available through the cloud, based on your infrastructure

See chart on following page for details on McAfee Service Provider partner requirements.



An overview of McAfee's SecurityAlliance partner program

	Managed Service Provider	Outsource Provider	Cloud Platform Provider
Common Partner Requirements			
Charge for the McAfee technology as part of the service or outsource contract	•	•	•
Own the technology license from McAfee	•	•	•
Provide 24/7 end-user support: Tier I and Tier II	•	•	•
Provide its own service level agreement (SLA) to its customers—completely separate from the McAfee SLA	•	•	•
Pass technical certification requirements	•	•	•
Differentiated Partner Requirements			
Manage and monitor McAfee technology on behalf of the end user	•	•	
Purchase and report through distribution	•	•	
Provide own management of McAfee technologies used in partner services	•	•	
Outsource the ownership of the McAfee technology from the end user, but must allocate a specific end user who is the service user		•	
Assume ownership of asset/entitlement from current McAfee end users and/or pass back to the end user at the end of the outsource period		•	
Use monthly reporting/billing model to McAfee for software and Security-as-a-Service (SaaS)	•		•
Provide own under-contract 24/7 support operations center (SOC) capability to manage and monitor McAfee technology on behalf of the end user	•		•
Own and/or host the McAfee SaaS network operations center (NOC) infrastructure in your data centers			•

Terms

The McAfee Service Provider program provides partners with value-added benefits when it comes to purchasing McAfee solutions with specialized product pricing, licensing, and reporting.

- **Pricing**—McAfee products offered through this program support flexible business models designed to support partner cash flow:
 - **Managed Service Provider**—Pay-per-use monthly subscriptions
 - **Outsource Provider**—Owns the assets on behalf of a named end user
 - **Cloud Platform Provider**—Specialized discounts on hardware and SaaS solutions
- **Usage rights**—A McAfee Service Provider partner has these advantages:
 - **Available products**—McAfee software, Software-as-a-Service (SaaS), and hardware solutions are available for service provider usage
 - **Volume banding**—Service provider pricing, based on partner levels, with bands based on annual service provider business with McAfee across all products
 - **Partner reporting**—Simple, once-a-month usage report for Managed Service Providers and Cloud Platform Providers, or simple PO-based ordering for Outsource Providers

McAfee Partner Technical Support

The McAfee Partner Technical Support program for service providers gives your organization an enhanced escalation path to shorten issue resolution time for end-user customers. As a qualified partner, you can provide technical support to your end users with the assurance of rapid access to advanced McAfee Technical Support resources.

- **McAfee Base Partner Support** is provided for anytime access phone support, rapid response to McAfee Tier II Support Engineers, special access to training courses, plus access to virtual product evaluations and the McAfee ServicePortal
- **McAfee Advanced Partner Support** extends McAfee Base Partner Support to qualified partners for direct access to McAfee Level III Product Specialists, assignment to a McAfee Partner Support Account Manager, access to the McAfee Platinum Portal, pre-release access to products, and use of diagnostic and troubleshooting tools

Learn More

Visit www.mcafee.com, or call us at 888.847.8766, 24 hours a day, seven days a week. McAfee provides a comprehensive portfolio of dynamic risk management and mitigation solutions that secure your business advantage.

Certifications

Become a trusted partner to customers by completing technical and customer support certifications, per product competency. Certification in these areas means you have the technical and sales knowledge of McAfee security and can offer your customers advice and support on the McAfee solutions that are important to them. McAfee solution competencies include:

- System security
- Risk and compliance
- Security SaaS
- Data protection
- Network defense
- Web and email security

More information about available certifications and associated course requirements for technical and support disciplines can be viewed via the McAfee Partner Portal (Insight) in the McAfee Partner Learning Center

Join Today

Follow these quick and easy steps to become a McAfee SecurityAlliance partner with a service provider focus:

1. Enroll in the McAfee SecurityAlliance partner program at www.mcafee.com/partner-registration.
 - Select your partner level as "Service Provider, and/or Outsourcer"
 - Select desired relationship as "xSP," followed by any McAfee products of interest
 - Select your current account manager, and your contact information will be sent to a regional McAfee Channel Account Manager for validation
2. A McAfee Channel Account Manager will then contact you to review the McAfee SecurityAlliance Service Level Agreements and the next steps to becoming a McAfee Service Provider partner.

Resources

Get additional information on McAfee SecurityAlliance partner programs, licensing, and certifications.

- McAfee SecurityAlliance website (English version): <http://www.mcafee.com/us/partners.aspx>
- McAfee SecurityAlliance program brochure (English version): <http://www.mcafee.com/us/resources/brochures/br-security-alliance-overview.pdf>
- Contact us via email at SecurityAlliance@McAfee.com

