



Protect what you value.

McAfee Deployment Assistance Program

Enhancing the customer experience

Overview

Your Internet gateway is a critical point in your network. Customers and partners have chosen a proven McAfee® hardware security solution to protect it. Now all you need to do is deploy it.

The McAfee Deployment Assistance Program (DAP) helps customers and partners deploy McAfee hardware security solutions by providing remote installation services, including:

- Assistance with configuration
- Successful installation on your network
- Product experts to provide guidance to you and your team
- 24/7/365 post-implementation Technical Support

The resulting benefits are:

- Speed of implementation
- Quicker time to protection

McAfee Deployment Assistance Program

Business availability depends heavily on proactive risk management and mitigation. If it is your charter to maximize protection, minimize downtime, and solve security problems quickly, the proactive technical support assistance provided with McAfee DAP adds value to your McAfee solution.

DAP prevents problems before and during a critical implementation.

Since the inception of DAP, customers and partners have participated in hundreds of successful deployments worldwide. Eighty-seven percent of customers who have used DAP have experienced fewer technical incidents.

How Does McAfee DAP Work?

Initial deployment

A Product Specialist, who has received the highest level of training within our highly skilled and certified team, is assigned to support your initial deployment.

The Specialist will work with you to schedule the deployment at your convenience. The Product Specialist will remotely connect to your site and:

- Assist with the installation
- Deliver configuration training
- Share best practices
- Advise on system tuning tips

The Product Specialist is your trusted deployment security advisor.

Post-deployment

After the initial deployment, customers will receive continued support with access to all the benefits of McAfee Technical Support as follows:

McAfee Messaging and Web Security models 3300/3400, McAfee Data Loss Prevention (DLP) Gateway, McAfee IntruShield® models 2700/3000/4000/4010, and McAfee Foundstone® FS1000

Customers evaluating McAfee Messaging and Web Security appliances 3300 or 3400, IntruShield 2700, 3000, 4000, or 4010, or Foundstone FS1000 receive access to a McAfee Specialist for 30 days.

McAfee Technical Support features include:

- Access to McAfee's award-winning Technical Support ServicePortal, which includes:
 - Free KnowledgeBase search
 - Online case management
 - 24/7 live chat (English only, after hours, local support time) with a security technician
- An assigned Product Specialist who:
 - Is a product expert
 - Has knowledge of your environment
 - Is available and responsive 24/7/365 (after hours and weekends are for Severity 1 and 2 cases only)
 - Is a security-certified professional with CompTIA and CISSP certifications
- Remote management support
- Priority access to the Global Solutions Lab

McAfee Messaging and Web Security models 3100/3200, IntruShield models 1200/1400

During pre-sales evaluation, customers deploying McAfee Messaging and Web Security appliances 3100 and 3200 or IntruShield 1200 and 1400 receive access to McAfee Gold Technical Support for 30 days.

McAfee Gold Technical Support features include:

- Access to McAfee’s award-winning Technical Support (ServicePortal), which includes:
 - Free KnowledgeBase search
 - Online case management
 - 24/7 live chat (English only, after hours, local support time) with a security technician

- 24/7 telephone support
- Remote management support
- Access to the Global Solutions Lab

McAfee Gold Technical Support offers you anytime, anywhere, around-the-clock assistance during the deployment.

McAfee Deployment Assistance Program Services Summary

Support Offering	Messaging and Web Security 3100/3200	IntruShield 1200/1400	Messaging and Web Security 3300/3400	DLP Gateway	IntruShield 2700	IntruShield 3000	IntruShield 4000/4010	Foundstone FS1000
Access to McAfee’s award-winning Technical Support (ServicePortal)	✓	✓	✓	✓	✓	✓	✓	✓
KnowledgeBase search	✓	✓	✓	✓	✓	✓	✓	✓
Online case management	✓	✓	✓	✓	✓	✓	✓	✓
24/7/365 live chat (English only) with a security technician	✓	✓	✓	✓	✓	✓	✓	✓
24/7 telephone support	✓	✓	✓	✓	✓	✓	✓	✓
Remote management	✓	✓	✓	✓	✓	✓	✓	✓
Access to Global Solutions Lab	✓	✓	✓	✓	✓	✓	✓	✓
Product Specialist			✓	✓	✓	✓	✓	✓
Proactive support			✓	✓	✓	✓	✓	✓
McAfee Security Alert Service (MSAS) proactive notification service			✓	✓	✓	✓	✓	✓

Contact your local McAfee or partner sales representative for more information.

Detailed information on McAfee’s Technical Support programs, as well as our Hardware Support programs, can be found at mysupport.mcafee.com.

