



Protect what you value.

# McAfee Platinum Technical Support

## Unrivaled responsiveness and personalized support

### Proven Security—Absolute Confidence

For your business to thrive, your network and systems must stay secure. The McAfee® Platinum team of trusted security advisors secures systems and networks around the world with comprehensive and proven solutions and services.

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, our industry-leading software and hardware technical support programs are for you. Preventing problems before they hit you and recovering quickly if they do are the goals of our proven security technical support programs. Responsive technical support can now be a key element of your company's success.

### McAfee Platinum Technical Support

Stay productive and confident you are covered by lowering your risk when problems occur and by offering stakeholders uninterrupted access to mission-critical systems and applications.

McAfee Platinum Technical Support provides an uplift to McAfee Gold Technical support by assigning a McAfee Support Account Manager (SAM)—your advocate and single point of contact at McAfee. Your SAM provides personalized product support, solutions-planning assistance, proactive advice, and direct intercession on your behalf for the fastest possible resolution to complex technical issues.

McAfee Platinum Technical Support earns consistently superior ratings for customer satisfaction. We do this by solving customer needs in four key areas:

### Account management

- An assigned SAM works closely with you to ensure that issues that affect your operation are resolved efficiently and quickly.
- Personal account management represents your issues and concerns within McAfee to ensure we meet the unique needs of your organization.
- We review current issues and McAfee product and service developments with regularly scheduled activity reports and status updates.
- We provide you with advice for your current environment and help you anticipate future needs and plan accordingly.

An optional, fee-based global account management program enables global and regional SAMs to coordinate McAfee Platinum Technical Support throughout your enterprise's multi-national locations.

### Proactive services

- We partner with your internal security teams to help them with project reviews.
- We can suggest ways to improve your protection and service so that you can identify and address potential security threats before they impact your business.
- You get regular Platinum Support newsletters, which contain important information on trends in security and developments at McAfee—from resolutions to current product issues—as well as new developments from our product development teams.

## Data Sheet

- You receive McAfee Security Alerting Service (MSAS), a proactive alert notification service which delivers the critical virus, vulnerability, and product-related alerts that your business depends on to ensure that you have maximized your protection against threats.
- As part of our onsite service, our technical experts can come to your location to support critical projects and provide expert support during important phases of major activities.

## Online support technologies

- Our award-winning online Technical Support ServicePortal is a comprehensive, searchable collection of support tools, with centralized access to McAfee's library of technical information, documentation, daily DATs, signature and agent files, and unlimited product updates and upgrades.
- Create, track, and manage support cases online—an easy-to-use way to monitor the history and progress of support incidents and resolutions.
- Innovative online tools, such as the McAfee Global Solutions Lab, Minimum Escalation Requirements (MER) tool, McAfee Virtual Technician (MVT), and WebImmune, accelerate problem resolution.

## Responsive services

- Access your SAM throughout the business day on a direct line and after hours via mobile phone, giving you the knowledge that assistance is just a phone call or email away, 24/7/365.

## Optional Programs and Services

- Onsite, Resident SAM
- Platinum Select
- Onsite services
  - Protection analysis
  - Emergency support
  - Product upgrade assistance
  - Virus removal assistance
- Regional and additional product support options
- Additional language support
- Additional authorized contacts
- Remote install services

## Data Sheet

What Is Included?	Description	Availability
<b>Support Account Manager</b>	An assigned Support Account Manager (SAM) is your direct line to McAfee: <ul style="list-style-type: none"> <li>• Security-certified technician to utilize as an extension of your staff</li> <li>• SAM has direct access to Tier 3 and product engineering to provide quick resolution to issues</li> <li>• No waiting in a telephone queue</li> </ul>	Included
<b>Proactive support</b>	SAM contacts customers at customer-defined frequency to review current issues and new information from McAfee. <ul style="list-style-type: none"> <li>• Frequency and contact method determined by the customer</li> </ul>	Included
<b>Response charter</b>	<ul style="list-style-type: none"> <li>• Direct access to SAM</li> </ul>	Included
<b>Online Technical Support</b>	<ul style="list-style-type: none"> <li>• Open and track technical support cases and case history</li> <li>• Search KnowledgeBase and FAQs for technical solutions</li> <li>• Receive alerts on product patches, product upgrades, and more</li> <li>• Receive proactive email notification on your open cases</li> <li>• Ability to customize user profile and update account information</li> <li>• Online tools to aid in quicker issue resolution</li> </ul>	Included
<b>Proactive security alerts</b>	Delivers fast alert notification with your choice of communication methods <ul style="list-style-type: none"> <li>• McAfee Security Alerting Service (MSAS)</li> <li>• McAfee Avert® Labs security advisories</li> </ul>	Included Configurable Online 24/7
<b>Platinum Newsletter</b>	The Platinum Newsletter is available to our customers <ul style="list-style-type: none"> <li>• Contains information on security threats and vulnerabilities, current products, and updates</li> <li>• New developments in the product line</li> <li>• Suggestions, tips, and tricks</li> </ul>	Included
<b>Activity reports</b>	Comprehensive report detailing all support activities undertaken on behalf of the customer, delivered on a schedule agreed to by the customer and SAM (weekly, monthly, etc.)	Included
<b>Evaluation environments</b>	The McAfee Global Solutions Lab provides a useful tool for preparing upgrades and installations before the actual implementation. On-demand access to real test environment and video tutorials allow step-by-step walkthroughs before implementing changes in a live environment.	Included
<b>Up to two onsite visits per year</b>	Onsite visits are designed to provide additional support. Examples of onsite activities include: <ul style="list-style-type: none"> <li>• Account business review</li> <li>• Protection analysis review</li> <li>• Future upgrade discussions</li> </ul>	Included
<b>Joint Development Program (JDP)</b>	Opportunity to participate in the Joint Development Program (JDP) <ul style="list-style-type: none"> <li>• Direct engineering contact</li> <li>• Code development stage</li> <li>• Implementation/usability planning</li> </ul>	Included
<b>Regional SAM</b>	In addition to the primary Platinum SAM within your region, customers have the ability to leverage a regional SAM in the following geographies: <ul style="list-style-type: none"> <li>• Japan</li> <li>• Asia Pacific (APAC)</li> <li>• Europe, Middle East, and Africa (EMEA)</li> <li>• Latin America (LASAM)</li> <li>• North America (NA)</li> </ul>	Additional change
<b>Platinum malware submissions</b>	McAfee Avert WebImmune is the world's first Internet virus security scanner that resides on the web. It is constantly available (24/7/365). You can submit potentially infected files to WebImmune for analysis. You will receive information about your files, including solutions and real-time fixes, if required.	Included
<b>Access to the McAfee Global Solutions Lab</b>	<ul style="list-style-type: none"> <li>• Scheduled access to our Global Solutions Lab to plan product rollout or testing</li> <li>• Global Solutions Lab provides access to McAfee's products anywhere in the world and is available via remote connection or Onsite (Plano, TX USA)</li> <li>• Connectivity to multiple, changeable configurations of McAfee products for testing, training, and evaluating</li> <li>• Secure Internet connectivity provides access to your lab environment without having to purchase or transport products to your facilities</li> <li>• Available 24 hours a day, seven days a week</li> </ul>	Included
<b>Resident SAM</b>	If needed, a security-certified SAM dedicated to your account and your account alone for individual attention, planning, and advice.	Additional change

Detailed information on McAfee's Technical Support programs, as well as our Hardware Support programs, can be found at [www.mysupport.mcafee.com](http://www.mysupport.mcafee.com).

McAfee, Inc. 3965 Freedom Circle, Santa Clara, CA 95054, 888.847.8766, [www.mcafee.com](http://www.mcafee.com)

McAfee, Avert, and/or other noted McAfee related products contained herein are registered trademarks or trademarks of McAfee, Inc., and/or its affiliates in the US and/or other countries. McAfee Red in connection with security is distinctive of McAfee brand products. Any other non-McAfee related products, registered and/or unregistered trademarks contained herein is only by reference and are the sole property of their respective owners. © 2007 McAfee, Inc. All rights reserved. 1-cor-ts-plat-001-1207

