



McAfee Software Technical Support

Your Trusted Security Advisors

Overview

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

Only recently has business availability depended so 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 is now a key element of your company's success.

Key Benefits

You deserve and should demand highly trained and certified security specialists who have a wealth of knowledge and resources. That is how you get the right information, support, service skills, and replacement parts that you need. That is how McAfee Technical Support helps you capitalize on your investment in our system and network protection solutions.

Choose the Level of Support You Need

Your company is unique. That's why we offer two programs—McAfee Gold and McAfee Platinum—as well as à la carte software and hardware support programs that cater to your specific needs.

McAfee Gold Technical Support

McAfee Gold Technical Support gives you rapid access to our experienced and highly skilled IT security support staff. Around-the-clock, live telephone support delivers emergency product and security assistance when you need it most.

Along with access to McAfee's award-winning ServicePortal, you receive 24/7/365 access to McAfee's certified technicians via phone and chat, online case creation and management, unlimited product update and upgrade downloading, online tutorials and installation guides, and access to our innovative virtual Global Support Lab.

McAfee Platinum Technical Support

Do you want a more proactive support plan? McAfee Platinum Technical Support is for customers who value personalized 24/7 proactive support from an assigned certified Technical Account Manager (TAM). Your Platinum TAM will be familiar with your McAfee deployment and support history, and will proactively contact you as needed to optimize your product performance and maximize your business uptime.

McAfee Platinum professionals help prevent problems before they occur. But if an emergency strikes, our response charters provide you the peace-of-mind that assistance is on the way, around the clock.

Service	Gold Support	Platinum Support
Award-winning ServicePortal*	✓	✓
Online case management	✓	✓
24/7/365 phone and chat support	✓	✓
Remote management support	✓	✓
Support from a security certified technician	✓	✓
Global Support Lab	✓	✓
Assigned Technical Account Manager (TAM)		✓
McAfee Security Alerting Service (MSAS)		✓
Weekly account updates		✓
Onsite TAM evaluations		✓
Security newsletter		✓
Response charter	Phone Queue Answer Target: < Five Minutes	Cell: Direct Access—Within: 30 Minutes Phone: one hour

*KM World Magazine, Reality Award; Customer Inter@ction Magazine, CRM Excellence Award

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