



Protect what you value.

McAfee Platinum Select Technical Support

Proven Security— Absolute Confidence

Rely on proven expertise that delivers on the McAfee® security risk management (SRM) and integration strategy; McAfee Platinum Select Technical Support provides powerful cross-product support, global account management, business reports, and communication across our threat protection and compliance management products.

Platinum Select Technical Support helps lower the total cost and risk, while improving your return on your IT investments. We optimize the business value of your security solutions on a worldwide scale.

By leveraging our Technical Support Product Specialists worldwide, issues are resolved faster, anytime, anywhere. We will provide you with complete product, technical, and problem-solving expertise when and where you need it.

Personalized Account Management

Authorized contacts are assigned Platinum Support Account Managers (SAMs) who work closely with your local teams to ensure that issues that affect your operation are resolved efficiently and quickly, and who provide you with coordinated account management, solutions-planning assistance, proactive advice, and direct intercession on your behalf.

The five McAfee support regions are North America; Europe, Middle East and Africa (EMEA); Asia Pacific (APAC); Japan; and Latin America (LTAM).

Get direct access to your Platinum Select SAMs for your most critical business needs throughout the business day on a direct line and, after hours, via mobile phone—giving you the knowledge that McAfee Technical Support is there when needed, 24/7/365.

Product Specialists are available 24/7/365 to provide faster access to high-level technical resources for mission-critical situations, so you can get back to business quickly.

Supporting Your Service Needs Globally

Centralized global reporting

- Global executive summary report—summarizing the services, efficiencies, and interactions between your global teams and McAfee resources
- Global activity report—detailed reporting on your service request (SR)
- Quarterly trend analysis of product issues

Global communication

- Pre-scheduled calls with the McAfee Platinum Select account team
- Global communication for all Severity 1 and 2 issues
- Global coordination and updates on vulnerability and malware outbreaks

Global case management

- Severity 1 and 2 service requests are added to the impact report
- Global management of Severity 1 and 2 service requests
- Monthly report on average resolution time (ART)

Online support technologies

Our award-winning online Technical Support ServicePortal is a comprehensive, searchable collection of support tools.

- Enjoy centralized access to McAfee's library of technical information, documentation, daily DATs, signature and agent files, and unlimited product updates and upgrades.

Data Sheet

- 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), Remote Assistant, and WebImmune, accelerate problem resolution.

Optional Programs and Services

- Onsite resident SAM
- Onsite services
 - Protection analysis
 - Emergency support
 - Product upgrade assistance
 - Virus removal assistance
- Additional language support
- Additional authorized contacts
- Remote install services
- Hardware product offerings

What Is Included?	Benefits to the Customer	Availability
Certified SAM	An assigned SAM is your direct line to McAfee. <ul style="list-style-type: none"> • Direct access to Tier III technical resources and product engineering to provide a quick resolution to issues • Manages your SRs toward resolution and is your direct line and advocate within our organization 	Included
Assigned Technical Support Product Specialists	Assigned security-certified technicians to utilize as an extension of your staff <ul style="list-style-type: none"> • Provide quick resolution to issues • Fast access to McAfee technical resources—there when you need us, where you need us 	Included
Proactive support	Your SAMs contact you on a schedule defined with you to review current issues and new information from McAfee, products, trends, alerts, and other critical information.	Included
Response charter direct access	Direct access to SAMs <ul style="list-style-type: none"> • Voicemail-to-cell-phone response = 30 minutes • Voicemail-to-office-phone response = one hour • Email response (during business hours) = two hours 	Included
Online Technical Support ServicePortal	Award-winning, one-stop shop for Technical Support assistance <ul style="list-style-type: none"> • Online tools to aid in quicker issue resolution • Open and track technical support cases and case history • Search KnowledgeBase (KB) and FAQs for technical solutions • Receive alerts on product patches, product upgrades, and more • Receive proactive email notification on your open cases • Ability to customize user profile and update account information 	Included
Proactive security alerts	<ul style="list-style-type: none"> • McAfee Security Alerting Service (MSAS) • McAfee Avert® Labs security advisories 	Included Configurable Online 24/7
Platinum Newsletter	Contains information on trends in security, current products released to the web, and new developments in the product line, along with suggestions and helpful tips	Included
Activity reports	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
Security upgrade planning assistance	Assist in planning the implementation and upgrade of McAfee security products and solutions. Where applicable, use McAfee Global Solutions Lab as a tool in preparing upgrades.	Included
Executive reporting	Executive summary report detailing support performance and services provided by McAfee during a specified time period <ul style="list-style-type: none"> • Distributed to account primary contacts quarterly; hand-delivered during onsite business reviews 	
Onsite visits	Onsite visits are designed to provide additional support. Examples of onsite activities include: <ul style="list-style-type: none"> • Account business review • Protection analysis review • Future upgrade planning assistance 	Included
Joint Development Program (JDP)	Opportunity to participate in the Joint Development Program (JDP) with direct engineering contact <ul style="list-style-type: none"> • Code development stage • Implementation/usability planning 	Included
Platinum malware submissions	Platinum submission queue for suspected malware. Exclusive to Platinum Technical Support accounts	Included

Data Sheet

What Is Included?	Benefits to the Customer	Availability
Priority access to the McAfee Global Solutions Lab	<ul style="list-style-type: none"> Scheduled access to our Global Solutions Lab to plan product roll-out or testing Global Solutions Lab provides access to McAfee products anywhere in the world and is available via remote connection or onsite (Plano, TX USA) Connectivity to multiple, changeable configurations of McAfee products for testing, training, and evaluating Secure Internet connectivity provides access to your lab environment without having to purchase or transport products to your facilities Available 24 hours a day, seven days a week 	Included
Urgent onsite services	Urgent onsite services are available to assist you in resolving mission-critical situations. Restrictions may apply.	Included
Regional SAM	In addition to primary Platinum SAM, customers have the ability to leverage a regional SAM in the following geographies: <ul style="list-style-type: none"> Japan Asia Pacific (APAC) Europe, Middle East, and Africa (EMEA) Latin America (LTAM) North America (NA) 	Included
Resident SAM program	If needed, a security certified SAM dedicated to your account and your account alone for individual attention, planning, and advice.	Optional



Detailed information on McAfee's Technical Support programs, as well as our Hardware Support programs, can be found at www.mcafee.com/us/support/.

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