



McAfee Platinum Technical Support

Trusted Security Advisors

Proven Security—Absolute Confidence
For your business to thrive, your network and systems must stay secure. McAfee's® Platinum team of Trusted Security Advisors secures systems and networks around the world with comprehensive and proven 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.

McAfee Platinum Technical Support

McAfee Platinum Technical Support is our most complete support offering. With it, you get essential help with unbeaten responsiveness and personalized support. You lower your risk of damage when problems occur with McAfee Platinum Technical Support. And your stakeholders get more consistent access to critical systems and applications. McAfee Platinum Technical Support delivers the services you need when you need them—worldwide and around the clock.

McAfee's 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 Technical Account Manager (TAM) 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 Coordination service enables global and regional TAMS 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 the Bi-weekly Platinum Support Newsletter, which contains important information on trends in security, developments at McAfee—from resolutions to current product issues—as well as new developments from our product development teams.
- 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 come to your location to support critical projects and provide expert support during important phases of major activities.

Online Support Technologies

- Our award-winning 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 Global Support Labs (GSL), Minimum Escalation Requirements (MER) tool, McAfee Virtual Technician (MVT) and WebImmune, accelerate problem resolution.



Responsive Services

- Access your TAM 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 e-mail away, 24/7/365

What is included?	Description	Availability
Certified Technical Account Manager	An assigned Technical Account Manager (TAM) is your direct line to McAfee: <ul style="list-style-type: none"> Security Certified Technician to utilize as an extension of your staff Direct access to Tier 3 and Product Engineering to provide quick resolution to issues No waiting in a telephone queue 	Included
Proactive support	TAM contacts customers at customer defined frequency to review current issues and new information from McAfee. <ul style="list-style-type: none"> Frequency and contact method determined by the customer 	Included
Response Charter	<ul style="list-style-type: none"> Direct Access to TAM 	Included
Customer care ServicePortal	<ul style="list-style-type: none"> Open and track technical support cases and case history Search Knowledgebase and FAQs for technical solutions Receive alerts on product patches, product upgrades, and more Receive proactive e-mail notification on your open cases Ability to customize user profile and update account information Online tools to aid in quicker issue resolution 	Included
McAfee Security Alert Service (MSAS)	Delivers fast alert notification with your choice of communication methods <ul style="list-style-type: none"> Communication options: voice, e-mail, SMS, fax Alerting type options vulnerabilities, product upgrades, and product patches Threat severity notification: option to configure by time and method of communication, and by level of threat assessment 	Included Configurable Online 24/7
Newsletter	The Platinum Newsletter is available to our customers <ul style="list-style-type: none"> Contains information on security threats & vulnerabilities, current products, & updates New developments in the product line Suggestions, tips, and tricks 	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 TAM (weekly, monthly, etc.)	Included
Security planning assistance	Assist in planning of the rollout and upgrade of McAfee security products and solutions. Where applicable, use McAfee Global Support Lab as a tool in preparing upgrades, product rollouts and demonstrations before the actual implementation.	Included
Minimum of two onsite visits per year	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 discussions 	Included
Joint Development Program (JDP)	Opportunity to participate in the Joint Development Program (JDP) <ul style="list-style-type: none"> Direct engineering contact Code development stage Implementation/usability planning 	Included
Regional TAM Availability	In addition to the primary Platinum TAM within your region, customers have the ability to leverage a regional TAM in the following geographies. Japan—Asia Pacific (APAC)—Europe, Middle East, and Africa (EMEA)—Latin America (LATAM)—North America (NA)	Optional
Malware submissions (anti-virus only)	McAfee AVERT WebImmune is the world's first Internet virus security scanner that resides on the web. It is constantly available (24x7/365). 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
Access to the McAfee Global Support Lab	Scheduled access to our Global Support Lab to plan product roll out or testing. The Global Support Lab gives you hands-on access to McAfee's products anywhere in the world and offers remote or onsite (in the Plano, Texas, Support Center) connectivity to multiple changeable configurations of McAfee security 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. The McAfee Global Support Lab is available 24 hours a day 7 days a week, so testing, training and evaluating McAfee products has never been more convenient.	Prioritized for Platinum Technical Support customers
Dedicated TAM	If needed, a security certified TAM dedicated to your account and your account alone for individual attention, planning, and advice.	Optional

* Walker Interactive has ranked McAfee in the top 25 percent of support organizations worldwide

** In December of 2004, McAfee was awarded the *KMWorld Magazine* Reality Award for 2004. McAfee was honored for leadership and excellence in self-service support.

*** Available globally, but can vary for certain products and in certain regions.