

McAfee Corporate Technical Support

Optimize your security investment every day

Security is not just about purchasing the right solutions, it's about making sure those solutions keep your business secure day in and day out. With more than 300 new threats discovered daily, and data theft emerging as a commonplace exploit, companies need to feel confident they are protected and can get expert help quickly if they need it. Award-winning McAfee® Technical Support helps you maximize uptime and solve problems quickly and efficiently so that your business is not interrupted.



Follow-the-sun 24/7 support is our standard—because threats from other countries occur during their business hours, not yours. Within five minutes you could be speaking to a McAfee support expert.

McAfee Support—An extension of your IT organization

At McAfee, our passion for security extends to support. Regardless of the size of your business, McAfee Technical Support offers highly trained and certified security professionals who can direct you to the right information, tools, and programs. Our goal as the world's largest dedicated security company is to address potential issues quickly and efficiently help you combat today's threats so you can focus on the demands of your business.

McAfee support offerings

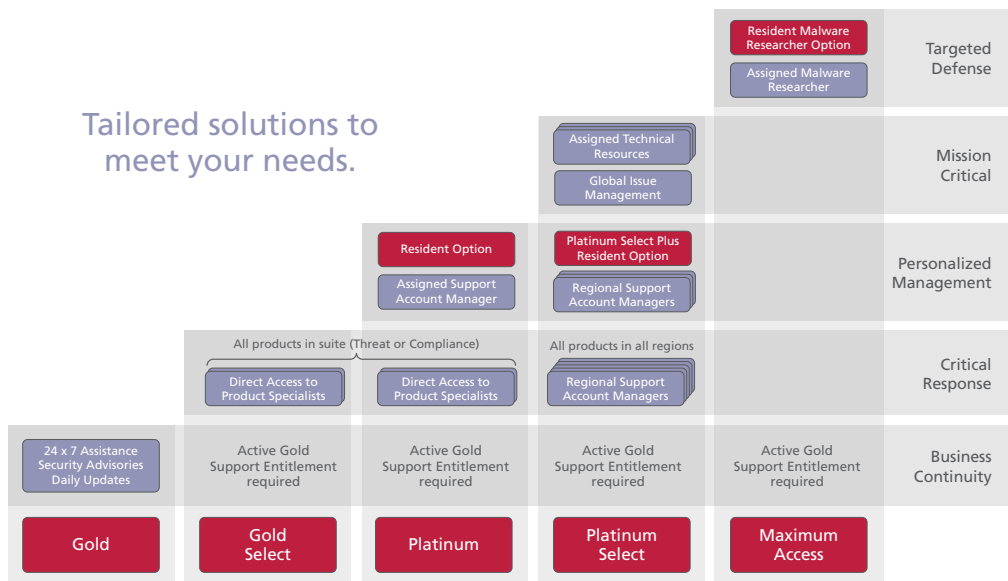
Proactive, award-winning support as standard

- Daily updates and Product Upgrades plus proactive alerting
- Corporate 24/7 support as our standard
- Average of under five minutes to access an expert

Premium support options

- Direct access to a product specialist for complex issue resolution
- Availability of Support Account Managers for the highest level of proactive support
- Resident onsite experts for hands-on issue prevention and resolution

Tailored solutions to meet your needs.



Overview of McAfee Support Offerings

Recent awards



Ten Best International Web Support Sites Consumer 2007 2006



McAfee Premium Support

When it comes to running a fast-paced, complex enterprise, business disruption is not an option. To compete successfully in today's economic climate, proactive risk management and mitigation are critical for sustaining your business availability. McAfee is committed to furthering your success with unrivaled responsiveness and personalized technical support.

McAfee Premium Support programs help you stay productive by helping to prevent problems before they arise and by resolving issues efficiently and quickly if they do. We empower you with all the tools and resources you need to stay ahead of threats and thrive—including Support Account Managers, Product Specialists, proactive planning, and direct intercession on your behalf. McAfee partners with you to make sure the unique needs of your environment are met in the present and anticipated in the future.

McAfee Premium Support assists organizations with specific security needs:

- If your company has large revenue streams dependent on your IT infrastructure, you probably demand a high level of proactive support and account management to minimize downtime that could jeopardize that revenue
- If your organization has more than 1,000 employees, you may have a complex environment that requires the best support technicians to quickly resolve potential issues that could impact the productivity of such a large workforce
- If your company holds important data, such as customer medical or credit card information, you're looking for a higher level of proactive support to help prevent data breaches that could seriously impact customer trust and result in significant loss of revenue

Benefits of McAfee Premium Support

McAfee's offers several tailored Premium Support offerings optimized for your organization.

Product specialists

If your organization is a multi-site environment with hundreds or thousands of employees, you can depend on highly trained, experienced McAfee product specialists to help you quickly discover and resolve complex issues.

Support account managers

Your McAfee Support Account Manager provides proactive support to help you address issues before they become problems. With a single point of contact for case management, you have accountability and control.

Assigned product specialists

When our specialists can fully understand your complex environment, they can get to the root cause of your issues faster and adhere to your specific processes and requirements.

Resident onsite resource

A McAfee expert physically located at your facility can free up your resources and provide the best proactive assistance with rapid hands-on support.

McAfee Avert® Labs Maximum Access

At your request, we'll assign a McAfee Avert Labs researcher onsite or located at McAfee to help you understand how certain types of malware could impact your business and to write signatures that meet the specific requirements of your infrastructure.

Security clearance

If your organization requires specific security clearances or citizenship requirements from our support team, McAfee will assist with that effort.

Maintaining quality support

McAfee invests heavily in new support technologies to ensure that you get the best possible support.

Quality management

McAfee implements a full 360-degree review process for our support interactions. When your case is closed, an automated survey is sent out, and your response is reviewed by our Customer Experience Management team. They review the case using recorded phone calls, chat sessions, and videos of our technicians' desktop. They will follow up directly with you, the technician, and McAfee Support management if further discussion or escalation is required.

Speeding resolution

Where your security policies allow, McAfee support technicians can use remote desktop-sharing or control technologies. With the help of these technologies, our technicians can see an issue first hand to speed up resolution, and users can be walked through the remediation process.

Advanced alerting

McAfee Security Advisories not only alert you to new malware but also provide you with a list of McAfee products and signature versions to remediate those threats. As a Premium Support customer, you have access to our McAfee Security Alert Service (MSAS), which allows you to customize alerts based on product and threat levels. You can also set the method of alert—by phone, pager, SMS, email, or other means. MSAS has the advantage of secondary/fallback alerting, so you can be notified by an alternate method if you cannot be contacted through your primary notification medium.

Daily and Real-time Updates to malware protection.

McAfee's worldwide team of threat researchers constantly analyzes new threats and vulnerabilities to ensure McAfee protects against the latest threats. McAfee support provides the daily updating of these malware detection and removal files, while McAfee's Artemis technology provides real-time protection of threats.

Product Upgrades

McAfee engineers are constantly working to improve the technologies used to detect malware and simplify management. These product upgrades are automatically available to customers through their support contract maximizing their protection and improving productivity.

McAfee Premium Support Product Coverage

McAfee premium support helps customers maximize their security investments with enhanced support for our risk/threat and compliance portfolio of products.

Risk/Threat	Compliance
McAfee Total Protection (ToPS) for Endpoint	McAfee Vulnerability Manager
McAfee VirusScan®	McAfee Host Data Loss Prevention (DLP) and McAfee Network DLP appliances
McAfee Host Intrusion Prevention (desktop and server)	McAfee Risk and Compliance Manager
McAfee Network Security Platforms	McAfee Policy Auditor and McAfee Remediation Manager
McAfee management tools: McAfee Network Access Control and McAfee ePolicy Orchestrator®	McAfee E-Business Server and other McAfee Command Line Encryption products
McAfee email and web security appliances	McAfee Encrypted USB, McAfee Endpoint Encryption, and McAfee Port Control
McAfee network security appliances	

McAfee Premium Support Coverage at a Glance

"McAfee support is outstanding."

—Scott Huie,
Senior Network Analyst
Baptist Health

"McAfee provides the best support of any company I've ever dealt with."

—Lance Fahey, Manpower

Summary of Offerings

Features and Offerings	Gold	Gold Select	Platinum	Resident Onsite	Platinum Select	Platinum Select Plus	Avert Maximum Access
Daily product updates (DATs, engines, etc.)	✓	✓	✓	✓	✓	✓	
Product upgrades	✓	✓	✓	✓	✓	✓	
Malware alerts with remediation analysis	✓	✓	✓	✓	✓	✓	
Malware analysis service	✓	✓	✓	✓	✓	✓	
Malware trend podcasts and blogs	✓	✓	✓	✓	✓	✓	
24/7 phone support (Average below 5 minutes to expert)	✓	✓	✓	✓	✓	✓	
Chat, email, and phone with remote desktop control	✓	✓	✓	✓	✓	✓	
Automated diagnostics and remediation tools	✓	✓	✓	✓	✓	✓	
Help videos	✓	✓	✓	✓	✓	✓	
Online product test environments	✓	✓	✓	✓	✓	✓	
Product Specialist access		✓	✓	✓	✓	✓	
Enhanced alerting services (phone, text, email)		✓	✓	✓	✓	✓	
Enhanced escalation strategy		✓	✓	✓	✓	✓	
Authorized contacts		5	10	Resident	50	50 + Resident	
Assigned Regional Support Account Manager (SAM)			✓	Resident	1 per Region	Resident + each Region	
Product planning and protection analysis			✓	✓	✓	✓	
Regular case and business reviews (remote and onsite)			✓	✓	✓	✓	
Technical onsite visits			✓	✓	✓	✓	
Emergency onsite assistance (Severity 1/2)			Up to 2	Resident	Up to 10	Resident	
Assigned Product Specialist(s)					✓	✓	
Global Account Management					✓	✓	
Additional authorized contacts					✓	✓	
Assigned Malware Researcher							✓
Resident Researcher							Optional

"This was a remarkably better support experience than I ever received from Symantec in all 7 years with them."

—Financial Software Organization

"You have great people in tech support. And that was another driving force behind staying with the McAfee product line. The tech support is absolutely superb."

—Barclay Stebbins, Cassling

To learn more about McAfee Technical Support, visit www.mcafee.com/us/enterprise/support/index.html.

About McAfee, Inc.

McAfee, Inc., headquartered in Santa Clara, California, is the world's largest dedicated security technology company. McAfee is relentlessly committed to tackling the world's toughest security challenges. The company delivers proactive and proven solutions and services that help secure systems and networks around the world, allowing users to safely connect to the Internet, browse and shop the web more securely. Backed by an award-winning research team, McAfee creates innovative products that empower home users, businesses, the public sector and service providers by enabling them to prove compliance with regulations, protect data, prevent disruptions, identify vulnerabilities, and continuously monitor and improve their security. <http://www.mcafee.com>

