



Protect what you value.

McAfee Technical Support

Your trusted security advisors

For your business to thrive, your network and systems must remain secure. McAfee® secures systems and networks around the world with comprehensive and proven security 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 McAfee's goals. Responsive technical support can now be a key element of your company's success.

At McAfee, our passion for security is only matched by our passion for our customers. Our mission statement — “Confident I’m covered”—captures the spirit of our support organization. We listen to customers, and we build unique support solutions: specialized tools that are safe, effective, and always on. Our innovations in self-help and automation not only set McAfee apart, but improve your bottom line by allowing you to focus resources on your business.

McAfee's security risk management (SRM) strategy delivers intelligent security and compliance optimization; McAfee Technical Support integration makes the experience even better.

Key Benefits

You get highly trained and certified security specialists to 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. McAfee continues to invest in support technologies and self-assistance options that control costs and improve the customer experience. We transformed our support business beyond “transactions,” and instituted key differentiators for customer satisfaction. McAfee won multiple awards and recognitions in 2007 for our online self-help services, our mission-critical offerings, and our support technologies.

Compelling competitive differentiators include:

- McAfee Global Solutions Lab (GSL) lets you evaluate and test our products in real-time environments
- Deployment Assistance Program (DAP) ensures optimal installation
- McAfee Virtual Technician (MVT) resolves common issues quickly without the need to call an agent
- Award-winning Technical Support ServicePortal offers an extensive KnowledgeBase, simple-to-follow video tutorials, chat support, online case management, and other self-help solutions
- Support for the McAfee SRM strategy

Choose the Level of Support You Need

Your company is unique. That's why we offer four programs—McAfee Gold, Gold Select, Platinum, and Platinum Select—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 is our baseline support solution. Its primary focus is to maximize our customer's security, preventing issues before they occur—thus protecting them from constantly evolving threats. Our experienced and highly skilled support technicians have access to automated diagnostic tools and remote desktop-sharing technologies to rapidly resolve customer issues. Along with access to McAfee's award-winning Technical Support ServicePortal, you receive 24/7/365 access to McAfee's certified technicians via phone, web, and chat; online case creation and management; unlimited product updates and upgrades; online tutorials and installation guides; and access to our innovative, virtual Global

Data Sheet

Solutions Lab. Small and medium-sized businesses find that the Gold Technical Support provides the ongoing support needed to keep their businesses up and running securely.

McAfee Gold Select Technical Support

Our Gold Select Technical Support offering support offering provides all the benefits of Gold Support, and introduces you to McAfee Product Support Specialists who are accustomed to working in corporate enterprise environments. McAfee Product Support Specialists are available anytime, day or night (after normal business hours and weekends for Severity 1 and 2 issues only). McAfee Gold Select Technical Support quickly aligns you with the proper resource for your product issue on a case-by-case basis. Their expertise and security knowledge ensures your complex issues are resolved quickly to mitigate risk to your business infrastructures and protect what you value.

McAfee Platinum Technical Support

Growing companies need a more proactive support plan. McAfee Platinum Technical Support provides the benefits of Gold Select plus you are assigned to a McAfee Support Account Manager (SAM)—your advocate and single point of contact at McAfee. McAfee Platinum Technical Support is for customers who value personalized 24/7/365 proactive support from an assigned, certified SAM. Your SAM provides personalized product support, solutions planning assistance, proactive advice, and direct intercession on your behalf, while leveraging the proper McAfee Product Specialist for the fastest possible resolution to complex technical issues. Your SAM 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 Select Technical Support

Large enterprises have to manage global networks and maintain optimal security. In addition to an assigned regional SAM and assigned Product Specialists, McAfee Platinum Select Technical Support provides a Global Account Manager to assist in optimizing the level of support needed for your large-scale, global deployments.

With assigned, regional SAMs to support your business around the world—in locations suitable to you—we provide you with coordinated account management, solutions-planning assistance, proactive advice, and direct intercession on your behalf. By leveraging our Product Specialists worldwide, we resolve issues faster, anytime, anywhere. We will provide you with complete product, technical, and problem-solving expertise when and where you need it. Platinum Select Support helps lower the total cost and risk of owning your McAfee solutions, while improving your return on your IT investments. We optimize your business value by providing support for solutions, not just point products.

Features and Offerings	Gold	Gold Select	Platinum	Platinum Select
Product updates and upgrades	✓	✓	✓	✓
DATs and engines	✓	✓	✓	✓
Online tools and KnowledgeBase	✓	✓	✓	✓
Technical Support ServicePortal	✓	✓	✓	✓
Global Solutions Lab	✓	✓	✓	✓
McAfee Avert® Labs security advisory	✓	✓	✓	✓
24/7 phone queue support	✓	✓	✓	✓
Deployment Assistance Program (DAP)	✓	✓	✓	✓
Remote assistance	✓	✓	✓	✓
Product Specialist access		✓	✓	✓
Alerting services		✓	✓	✓
Regional Support Account Manager			✓	✓
Product planning assistance			✓	✓
Business reviews			✓	✓
Onsite visits			2	6
Authorized contacts			10	50*
Global Account Management				✓
Assigned Product Specialist				✓
Emergency onsite assistance (Severity 1 or 2)				2

* Ten per region

McAfee Support is available in the following regions:

- Japan
- Asia Pacific (APAC)
- Europe, Middle East, and Africa (EMEA)
- Latin America (LTAM)
- North America (NA)

Optional Programs and Services

- Onsite resident account manager
- Additional language support
- Onsite services
 - Protection analysis
 - Emergency support
 - Product upgrade assistance
 - Virus removal assistance
- Additional authorized contacts
- Remote install services

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

Access the Global Solutions Lab at www.mcafee.com

Access the McAfee Virtual Technician at mvt.mcafee.com/mvt



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