

McAfee Corporate Technical Support

Keeping you secure all day, every day

Security is not just about purchasing the right solutions—it’s about making sure those solutions keep your business secure. 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. 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 can be speaking to a McAfee support expert.

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 provide the right information, tools, and programs.

Our goal as the world’s largest dedicated security company is to address potential issues quickly and efficiently to help you combat today’s threats so you can focus on the demands of your business.

Award-Winning Gold Business Support

- Daily updates and product upgrades
- Unlimited access 24/7 (target of less than five minutes to reach a technician regardless of problem severity)
- Alerts with remediation actions on the latest threats
- Online product evaluation environments and video best practice guides
- Automated issue analysis and remediation tools

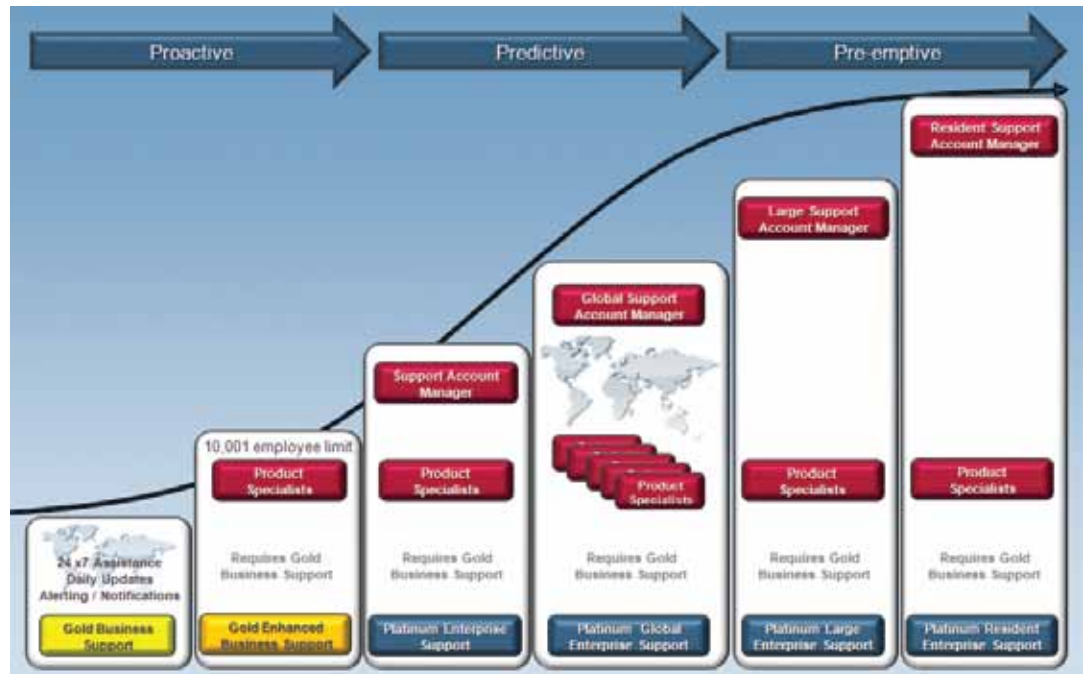


Figure 1. The McAfee support portfolio.

Select the Right Support Option for Your Organization

To ensure that your organization stays secure, McAfee Gold Business Support is a standard offering, constantly providing updates and upgrades to our products, backed up by 24/7 support. Regardless of when you need assistance, McAfee is there to help.

The Gartner Product Support Maturity Scale divides support into four main categories. According to Gartner, customers gain increased return on investment the higher the level of support they receive.

For many enterprises, with every dollar paid to a vendor for support, another \$3.00 or more is likely to be spent internally on support-related activities or the consequences of failures.

Investing in McAfee Premium Support offerings can significantly reduce an organizations internal IT security support costs.

McAfee customers have seen up to 80 percent reduction in Severity 1 and 2 cases with McAfee Platinum Enterprise Support.

McAfee customers have seen a 90 percent reduction in malware submissions with a resident McAfee Support Account Manager.

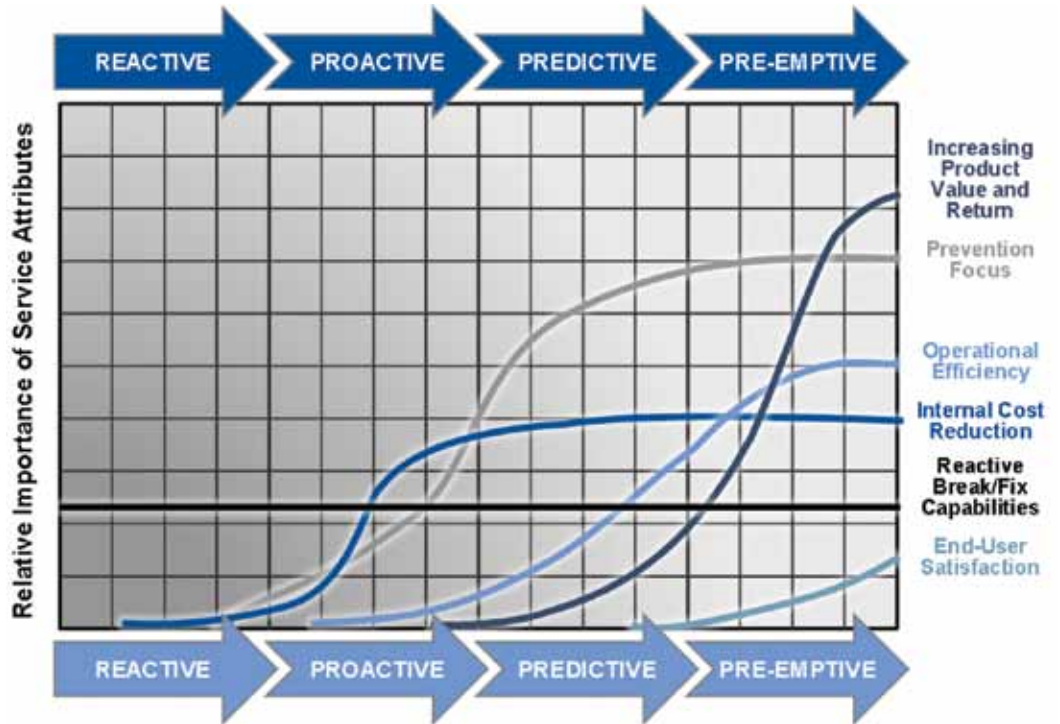


Figure 2. The Gartner Product Support Maturity Scale. (Source: Gartner Market Insight—Introducing the Gartner Product Support Maturity Scale (G00174285), February 2010)

Larger, more complex organizations can see significant reductions in the internal costs of supporting security by leveraging McAfee premium support offerings:

- If your company has large revenue streams that are dependent on your IT infrastructure, you probably require a high level of predictive 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 sensitive personal, financial, or business-critical data, such as customer medical or credit card information,

you'll need a higher level of proactive support to help prevent data breaches that could seriously impact customer trust and result in significant loss of revenue

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 McAfee Support Account Managers, McAfee 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.

Expert Resources

Specialized

Direct contact with senior certified technical experts with deep product expertise; provides prompt access to the right specialist for rapid issue resolution.

Personalized

Proactive, personalized support account management, including issue escalation, problem resolution, and security planning.

Assigned

Technical experts assigned to the customer for a product, plus assigned McAfee Support Account Managers.

Onsite

Dedicated onsite experts providing planning assistance, operational advice, strategic account management, and direct intercession with McAfee teams.

Benefits of McAfee Premium Support

There are several tailored McAfee Premium Support offerings optimized for your organization.

Product specialists

If your organization is a multisite environment with hundreds or thousands of employees, you can depend on direct access to highly trained, experienced McAfee Product Specialists to help you quickly discover and resolve complex issues.

McAfee 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.

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.

Security clearance

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

Features and Offerings	McAfee Gold Business Support	McAfee Gold Enhanced Business Support	McAfee Platinum Enterprise Support	McAfee Platinum Global Enterprise Support	McAfee Platinum Large Enterprise Support	McAfee Platinum Resident Enterprise Support
Daily product updates (.DATs, engine, and more)	•	•	•	•	•	•
Product upgrades	•	•	•	•	•	•
Malware alerts with remediation analysis	•	•	•	•	•	•
Malware analysis service	•	•	•	•	•	•
Malware trend podcasts and blogs	•	•	•	•	•	•
Chat, web, and phone support with remote desktop control	•	•	•	•	•	•
24/7 phone support (normally under five minutes to expert)	•	•	•	•	•	•
Automatic diagnostic and remediation tools	•	•	•	•	•	•
Best practice videos and guides	•	•	•	•	•	•
Online product test environments	•	•	•	•	•	•
Product Specialists		•	•	•	•	•
Direct access to specialists for all your products		•	•	•	•	•
Enhanced escalation strategy		•	•	•	•	•
Enhanced SMS alerting services		•	•	•	•	•
Authorized contacts		5	10	25	20	Resident
Named Support Account Manager			•	•	•	Resident
Product planning and protection analysis			•	•	•	•
Regular case and business reviews			•	•	•	•
Risk assessments			•	•	•	•
Technical onsite visits			•	•	•	Resident
Emergency onsite assistance			Up to 2	Up to 2	•	Resident
Global account management				•	•	•
Scheduled calls with McAfee Labs™ and product management					•	•



Maintaining Quality Support

Proactive Support as Standard



McAfee support is not only there if you have an issue but also provides proactive assistance that reduces the demand on your own resources, enabling you to focus on your business.

Daily and real-time updates to malware protection

The worldwide team of McAfee threat researchers at McAfee Labs 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 Global Threat Intelligence™ provides real-time protection of threats.

Product upgrades

McAfee engineers are continuously 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.

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 the McAfee 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. The McAfee Support Notification Service allows you to customize alerts and notifications based on products you own.

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

"That was another driving force behind staying with the McAfee product line. The tech support is absolutely superb."
Medical Imaging Corporation

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

Figure 3. McAfee award-winning support.



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