

McAfee Premier Success Plan

Frequently Asked Questions

Q: What is the McAfee® Premier Success Plan?

A: The McAfee Premier Success Plan combines consulting services, education, and technical support with personalized, proactive account management to deliver holistic, outcome-based deliverables throughout your product lifecycle. It is designed to increase customer success by focusing on three outcomes: improving your security posture, improving product planning and maintenance, and achieving sustained value over time.

For more information, please see the McAfee Premier Success Plan data sheet: <https://www.mcafee.com/us/resources/data-sheets/ds-premier-success-plan.pdf>.

Q: What are the key features of the McAfee Premier Success Plan entitlement?

A: The key features of the McAfee Premier Success Plan revolve around several critical components: consulting services, education services, product planning, and technical support experience:

Consulting Services

McAfee Solution Success Services, delivered by McAfee Professional Services consultants, are designed to provide standardized onsite services to support the customer's health, upgradability, and security planning activities. Customers can select up to four one-week McAfee Solution Success Service options. For the most current, detailed descriptions of each, please see our Consulting and Education options: <https://www.mcafee.com/psp-options>.

- McAfee Solution Services (by product):
 - Technical Assessment
 - Upgrade Assessment
 - Design Review
 - Optimization
- McAfee Strategic Advisory Services:
 - Incident Response Process Review
 - Data Protection Review

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Education Services

Onsite training delivered by instructors and online product training accessible on demand enhance your security personnel's knowledge of your McAfee products.

- Private on-site instructor-led training for up to 10 employees on a McAfee solution
- Five single-user subscriptions to the eLearning training material in the McAfee Course Catalog

Product Planning

Product upgrades, threat intelligence trends and priority escalations assist you with your product planning cycles.

- 24/7 phone support
- Quarterly business reviews
- Service request prioritization
- Product upgrades

Technical Support Experience

Personalized customer success from a designated Customer Success Manager, using standardized deliverables, proactive security advice, and escalation management through an Assigned Technical Contact and 24/7 support access to Technical Support Engineers with improved service level goals to maximize coverage throughout your product lifecycle.

- Designated Customer Success Manager (CSM)
- Assigned Technical Contact (ATC)
- Direct Access to Technical Support Engineers (TSE)
- Structured Solution Success Plans

Q: What are the benefits of the McAfee Premier Success Plan?

A: The benefits of the McAfee Premier Success Plan include:

- **Reduce security risk:** Orchestrated support and services resources help ensure that issues are proactively identified when they arise and before they accelerate in your environment.
- **Rely on expert help with planning and maintenance:** Product user training and optimized services, from experienced experts provide essential planning and maintenance needed to maintain your solutions.
- **Extract more value from your technology investment:** Comprehensive education, professional services, and personalized technical support experiences across the McAfee portfolio help ensure that products are deployed successfully in your environment using best practices and standardized methodologies.

CUSTOMER FAQ

Q: Why should I purchase the McAfee Premier Success Plan?

A: The McAfee Premier Success Plan focuses on helping you derive the full value from your investments in McAfee solutions, optimize your security operations, and improve your overall security posture. We orchestrate your plan to provide you with access to skilled experts throughout your product lifecycle.

- **Customer Success Manager:** A single point of contact manages short-term and long-term plans across McAfee teams and nurtures product adoption and healthy security programs. The CSM is responsible for ensuring high customer satisfaction and overall account success, helping customers achieve their security objectives by proactively bringing domain expertise and coordinating with the McAfee ecosystem. The CSM develops a “trusted advisor” relationship with the customer’s key stakeholders, including the CISO, IT decision makers, and IT operators.
- **Consulting Services:** Consulting Services delivered by McAfee Professional Services consultants provide strategic guidance and expert help to ensure you have the information, strategies, and tools to meet your global security

needs. When working with our security experts, you get the right mix of services to heighten visibility into your overall security posture and maximize the return on your security investment.

- **Assigned Technical Contact:** An Assigned Technical Contact with broader technical knowledge of the overall McAfee portfolio provides overall Service Request (SR) oversight and proactive account enhancement. The ATC serves as a technical point of contact for escalations and maintains a holistic view across product support issues, proactively surfacing issues and managing escalations. The ATC coordinates with the right support and product engineering experts, providing an accelerated path to issue resolution.
- **Technical Support Engineers:** Direct access to timely, more targeted product expertise when you need it from our TSEs, located in every global geography with faster service-level goals.

Q: Who can I contact for additional information on the McAfee Premier Success Plan?

A: Please contact your account representative or McAfee Channel Partner for more information.

CUSTOMER FAQ

Q: What is the difference between the current McAfee Premium Support offerings and McAfee Premier Success Plan package?

A: The current McAfee Premium Support programs focus primarily on post-sales technical support. The McAfee Premier Success Plan is outcome based, combining the strength of McAfee Professional Services, McAfee Education Services and improved technical support expertise. The McAfee Premier Success Plan combines customer success management, standardized delivery methodologies, and account health monitoring into a single comprehensive package.

Q: Who can purchase the McAfee Premier Success Plan?

A: Any McAfee customer with a current Business Support entitlement is eligible to purchase the McAfee Premier Success Plan.

Q: I currently have a McAfee Premium Support entitlement. Do I have to wait until my renewal to uplift?

A: No, you do not have to wait until your renewal. If interested in upgrading to the McAfee Premier Success Plan before your next renewal, please contact your McAfee Sales Account Manager or McAfee Channel Partner.

Q: Am I entitled to receive the McAfee Premier Success Plan benefits for every 12-month period purchased?

A: If you purchased multiple years, you will get these benefits for every 12-month period. All McAfee Premier Success Plan features must be consumed within the entitlement period.



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