

# McAfee Partner Program Managed Services Specialization

From the chip to the cloud, McAfee offers our Managed Service Provider (MSP) partners a path to provide the industry's broadest, most advanced security solutions as a managed service. With MSP-friendly buying options, multitenant management capabilities, more efficient support, and market-leading solutions, the McAfee Managed Services Specialization will enable you to deliver world-class and profitable Managed Security Services.

Connect With Us



## SOLUTION BRIEF

### Managed Services Specialization

The Managed Services Specialization is tailored to meet the needs of partners like you who want to provide value-added offerings to their managed end users as part of partner-branded service. The program gives you a framework for new pricing models, simple reporting, access to hardware, on-premises software, cloud-based software, and optimized partner support to help you extend business growth and the value you offer your customers.

Ideal service provider specialization partners include:

- Pure-play managed security service providers looking to incorporate world-class solutions.
- Hosting organizations that want to embed security into existing offerings or create standalone security services.
- Communications companies looking for additional security add-on or cross-sell opportunities.
- Partners expanding from resale into value-added service delivery.

### Managed Services Specialization Benefits

#### MSP-friendly buying and pricing options

- Monthly Buying Program.
  - Help your customers shift from a Capital Expense to an Operational Expense without your business taking all the risk.
  - Eliminate the hassles of license renewals and co-terms.
  - Add or remove end users immediately.

- Partner, not the end user, is the product license owner of record.
- Upfront payment programs to maximize discounts.

#### Monitor and manage multiple customer environments

- Cross solution, management, and provisioning tools.
  - Unify management of solutions across endpoints, networks, data, and compliance.
  - Standardized platforms, operations, and support.
  - Low-cost management tools.
- Provide Managed Services for more customers with existing resources.

#### Efficient support

- Business-level technical support included with MSP pay-as-you-go monthly pricing option. MSPs that complete specific product-family training can qualify for higher-level partner support.
- Growing team of MSP-knowledgeable sales, marketing, and operations support resources.

#### Market-leading solutions

- MSP-ready, 'high-growth' security including our security information and event management (SIEM) solution.
- Proven fundamental security solutions (McAfee® Endpoint Protection, Web Security products).
- Unique IP and correlation tools to stay ahead of the security landscape—McAfee Global Threat Intelligence and McAfee Advanced Threat Defense.
- On-premises and cloud options available.

## SOLUTION BRIEF

### Managed Services Specialization Requirements

- Enrollment into the McAfee Partner Program.
- Agreement to McAfee Managed Services Specialization terms and conditions.
- Ownership and management of the technology license from McAfee for McAfee products.
- Provides an End-User Service Level Agreement and 24/7 technical support.
- McAfee Partner Program Technical and Support certification(s) for access to closed products and elevated technical support.

### Terms

The McAfee Managed Services Specialization provides partners with value-added benefits when it comes to purchasing McAfee products with specialized product pricing, licensing, and reporting.

- **Pricing:** McAfee products offered through this program support flexible business models designed to support partner cash flow.
  - Pay-per-use monthly subscriptions.
  - Partner may own the assets on behalf of a named end user.
- **Usage rights:** An McAfee Managed Services Specialization partner has these advantages:
  - **Available products:** McAfee software, Software as-a-Service (SaaS), and hardware solutions are available for service provider usage.

- **Volume banding:** Service Specialization pricing, based on partner levels, with bands based on annual service provider business with McAfee across all products.
- **Partner reporting:** Simple, once-a-month usage report.

### McAfee Partner Technical Support

The McAfee Partner Technical Support program for service providers gives your organization an enhanced escalation path to shorten issue resolution time for end-user customers. As a qualified partner, you can provide technical support to your end users with the assurance of rapid access to advanced McAfee Technical Support resources.

- **Business level Support** included with MSP pay-as-you-go monthly pricing option.
- **Base Partner Support** is provided for anytime access phone support, rapid response to Tier II Support Engineers, special access to training courses, plus access to virtual product evaluations and the McAfee ServicePortal.
- **Advanced Partner Support** extends Base Partner Support to qualified partners for direct access to McAfee Level III Product Specialists, assignment to an McAfee Partner Support Account Manager, access to the Platinum Portal, prerelease access to products, and use of diagnostic and troubleshooting tools.

## SOLUTION BRIEF

### Managed Services Specialization Product Training Authorizations

Become a trusted partner to customers by completing Managed Services Specialization product family trainings, per product competency.

Training authorizations in these areas mean you have the technical knowledge of McAfee products and can offer your customers advice and support on the McAfee solutions that are important to them. Available Managed Services Specialization Product Family Authorizations:

- McAfee ePolicy Orchestrator® (McAfee ePO™) software
- McAfee Management for Optimized Virtual Environments (MOVE) AntiVirus

- McAfee Host Intrusion Prevention for Server
- McAfee Application Control
- McAfee Data Loss Prevention (DLP) Endpoint
- McAfee Endpoint Protection Suite
- McAfee Advanced Threat Defense
- Network Security Platform
- McAfee Web Protection
- McAfee Data Loss Prevention (DLP) Network
- McAfee Enterprise Security Manager
- McAfee Threat Intelligence Exchange
- McAfee Active Response (Available 2H 2016)

### Learn More

---

More information about available course requirements can be viewed via the McAfee Partner Portal in the McAfee Partner Learning Center. Whether you are an established MSP or new to the space—find out more today.

Please visit: [www.mcafee.com/msp](http://www.mcafee.com/msp).



2821 Mission College Blvd.  
Santa Clara, CA 95054  
888.847.8766  
[www.mcafee.com](http://www.mcafee.com)

McAfee and the McAfee logo, ePolicy Orchestrator, and McAfee ePO are trademarks or registered trademarks of McAfee, LLC or its subsidiaries in the US and other countries. Other marks and brands may be claimed as the property of others. Copyright © 2017 McAfee, LLC. 62301\_0416 APRIL 2016