

# Consulting and Education Services Options

These are the Consulting and Education Services options McAfee® Customer Success Plan customers are entitled to, depending on their plan.<sup>1</sup>

For additional information about the McAfee Customer Success Plans, please visit us at:

- [McAfee Premier Success Plan](#)
- [McAfee Enhanced Success Plan](#)
- [McAfee Essential Success Plan](#)

## McAfee® Premier Success Plan

1. Four weeks (160 hours) of Consulting Services from the Solution Services and Strategic Advisory Services menu
2. 280 Education vouchers from the Education Services menu
3. Unlimited eLearning site license

## McAfee® Enhanced Success Plan

1. One week (40 hours) of Consulting Services from the Solution Services menu
2. 80 Education vouchers from the Education Services menu

## McAfee® Essential Success Plan

1. Remotely delivered annual Health Check (McAfee® ePO™ software or McAfee® Endpoint Security)
2. 30 Education vouchers from the Education Services menu

Consulting and Education Services options will change from time to time at the discretion of McAfee, and regional availability may vary. As those changes occur, they will be updated in this document.

Your Customer Success Manager will work with you to create a success plan<sup>2</sup> and coordinate with Customer Success Group (CSG) teams to schedule your Consulting and Education Services.

1. The Consulting and Education Options are delivered under the terms listed at: <https://www.mcafee.com/us/about/legal/terms-of-service.aspx>

2. Consulting Service hours may be applied towards other McAfee Consulting Services. Please consult with your Customer Success Manager or Sales Account Manager for more information.

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## McAFEE CUSTOMER SUCCESS PLANS JANUARY 2019

### Currently Available Solution Services, Strategic Advisory Services, and Education Services

#### Consulting Services

Solution Services			
Capability	Description	Available Products	Customer Success Plan
<b>Technical Assessment</b>	The technical assessment focuses on developing a plan and performing the assessment for a single product and includes its related operational and management capabilities. Activities include a discussion of future objectives and a review of the current configuration to identify gaps and misconfigurations and raise awareness of existing features or capabilities that could reduce operational overhead, improve product performance, or mitigate risk. Recommendations will be developed into a roadmap with prioritized corrective action plans.	<ul style="list-style-type: none"> <li>▪ McAfee® Endpoint Security</li> <li>▪ McAfee® ePolicy Orchestrator®</li> <li>▪ McAfee® Data Loss Prevention Endpoint</li> <li>▪ McAfee® Network Data Loss Prevention</li> <li>▪ McAfee® Data Encryption</li> <li>▪ McAfee® Web Protection</li> <li>▪ McAfee® Enterprise Security Manager (SIEM)</li> <li>▪ McAfee® Network Security Platform</li> <li>▪ McAfee® Database Security</li> <li>▪ McAfee® Application Whitelisting and File Integrity Monitoring</li> </ul>	<p>McAfee Premier Success Plan</p> <p>McAfee Enhanced Success Plan</p>
<b>Upgrade Assessment</b>	The upgrade assessment provides planning assistance to prepare you for your upgrade of your McAfee security solution. Prerequisites and other dependencies are identified, and you will be left with an actionable upgrade planning roadmap.	<ul style="list-style-type: none"> <li>▪ McAfee Endpoint Security</li> <li>▪ McAfee ePolicy Orchestrator</li> <li>▪ McAfee® Data Loss Prevention</li> <li>▪ McAfee Data Encryption</li> <li>▪ McAfee Web Protection</li> <li>▪ McAfee Enterprise Security Manager</li> <li>▪ McAfee Network Security Platform</li> <li>▪ McAfee Database Security</li> <li>▪ McAfee Application Whitelisting and File Integrity Monitoring</li> </ul>	<p>McAfee Premier Success Plan</p> <p>McAfee Enhanced Success Plan</p>

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Capability	Description	Available Products	Customer Success Plan
<b>Design Review</b>	The design review focuses on the McAfee solution and analyzes the current architecture, identifies recommendations for design changes based on business objectives, and results in the development of a target architecture roadmap.	<ul style="list-style-type: none"> <li>▪ McAfee ePolicy Orchestrator</li> <li>▪ McAfee Data Loss Prevention</li> <li>▪ McAfee Enterprise Security Manager</li> <li>▪ McAfee Network Security Platform</li> <li>▪ McAfee® Threat Intelligence Exchange and Data Exchange Layer</li> <li>▪ McAfee® Database Security</li> <li>▪ McAfee Application Whitelisting and File Integrity Monitoring</li> </ul>	<p>McAfee Premier Success Plan</p> <p>McAfee Enhanced Success Plan</p>
<b>Health Check</b>	The remotely delivered annual Health Check provides a detailed, in-depth diagnostics report, summary of maintenance actions, and actionable security and optimization recommendations to help ensure the effectiveness of your McAfee solutions.	<ul style="list-style-type: none"> <li>▪ McAfee ePolicy Orchestrator</li> <li>▪ McAfee Endpoint Security</li> </ul>	McAfee Essential Success Plan
<b>Optimization</b>	The optimization focuses on one week on performing corrective actions documented during a previous Technical Assessment, Upgrade Assessment, or Design Review.		McAfee Premier Success Plan
<b>Strategic Advisory Services</b>			
Capability	Description		Customer Success Plan
<b>Incident Response Readiness Review</b>	The one-week incident response readiness review workshop provides expert guidance in building a complete incident response program, evaluates customer incident response processes and infrastructure, and offers best practice guidelines for improvement.		McAfee Premier Success Plan
<b>Data Protection Review</b>	The one-week data protection review workshop includes one-on-one interviews with up to eight key stakeholders and a high-level review of your current policies, directives, risk management program documentation, and information security governance materials. Gain control over sensitive data, reduce the cost of data breaches, and achieve greater visibility into how data is used across your organization.		McAfee Premier Success Plan

## McAFEE CUSTOMER SUCCESS PLANS JANUARY 2019

### Education Services<sup>3</sup>

Training Methods	Vouchers Required (per user)	Description	Available Courses
<b>Thirty-day access to one eLearning training</b>	2	Training that enables your team members to build their competence, increase their job satisfaction, and add value to your company.	
<b>One-year access to the eLearning training bundle*</b> (McAfee Endpoint Security, McAfee® Agent, McAfee ePO software)	2	<ul style="list-style-type: none"> <li>▪ Gain knowledge at your desk and on your schedule</li> </ul>	
<b>One-year access to the eLearning training bundle with hands-on labs*</b> (McAfee Endpoint Security, McAfee Agent, McAfee ePO software)	4	<ul style="list-style-type: none"> <li>▪ McAfee solution training on demand</li> <li>▪ Self-paced modules, available anytime, anywhere</li> </ul>	
<b>One-year access to all eLearning</b>	15	<ul style="list-style-type: none"> <li>▪ A hands-on lab environment that simulates use of the McAfee products virtually for deeper learning (included with the eLearning training bundle with hands-on labs only)</li> </ul>	
<b>Guided on-demand training</b>	15	<p>Comprehensive and focused multimedia training from experienced instructors in a self-paced environment, while at your desk, saving time and travel costs.</p> <ul style="list-style-type: none"> <li>▪ Virtual, on-demand coursework</li> <li>▪ Full immersive training</li> <li>▪ Recorded instructor presentation</li> <li>▪ Use case scenarios from McAfee best practices and experiences</li> <li>▪ Hands-on lab exercises</li> <li>▪ Community support</li> <li>▪ Email access to instructor</li> </ul>	<p>For a list of available training courses, please visit <a href="#">here</a>.</p> <p>* For a list of available eLearning training bundles, please visit <a href="#">here</a>.</p>
<b>Four-day public instructor-led training</b>	28	<p>Comprehensive and focused in-person training from experienced instructors and connect with other security professionals.</p> <ul style="list-style-type: none"> <li>▪ Courses are held at a public site or private classes can be arranged at your location</li> <li>▪ Full immersive training</li> <li>▪ Network with other cybersecurity industry peers</li> </ul>	
<b>One-week private instructor-led training</b>	275	Same as public Instructor-led training, except this is a private class for 10 people at one customer site.	

3. Each McAfee Customer Success Plan includes a specific number of vouchers that can be used for a variety of training methods.

## About McAfee

McAfee is the device-to-cloud cybersecurity company. Inspired by the power of working together, McAfee creates business and consumer solutions that make our world a safer place. By building solutions that work with other companies' products, McAfee helps businesses orchestrate cyber environments that are truly integrated, where protection, detection, and correction of threats happen simultaneously and collaboratively. By protecting consumers across all their devices, McAfee secures their digital lifestyle at home and away. By working with other security players, McAfee is leading the effort to unite against cybercriminals for the benefit of all.

[www.mcafee.com](http://www.mcafee.com)



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

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