

McAfee Enhanced Success Plan

Get proactive with consulting and education services, personalized management, product planning, and advanced access.

Growing enterprises struggle with ever-changing advanced threats, complex layers of security, and lack of cohesive structure as they balance security and business objectives. The McAfee® Enhanced Success Plan helps you achieve your security objectives with a set of integrated services that help you plan and maintain your McAfee solutions, reduce security risk, and derive full value from your investments.

Your Challenges

Despite constant changes in the security landscape, IT security and security operations leaders must focus on what's most important: managing risk, optimizing their security architecture in alignment with their environment, and strengthening their security posture. Yet, even with the best intentions, few teams have enough time, talent, or knowledge to stay ahead of changing events and requirements.

Buying the right tools is just a starting point. Post-sales decisions around design, deployment, maintenance, risk management, escalations, education, and strategy will have a dramatic impact on your security posture, time to value, and value over time.

Your Path to Success

With so many options to choose from, it's not always easy to know which support plan, consulting services, and education services you need in order to achieve success. Your team may lack the experience, knowledge, strategic understanding, and blueprint to reap the full value of your investment. Our McAfee Enhanced Success Plan eliminates the guesswork and fills in the gaps.

The McAfee Enhanced Success Plan provides personalized management and an integrated set of services to help get you started with the right level of solutions services, education and technical support. Using industry-standard best practices, we can help you plan your strategy and maintain your solutions, manage your security risk, and derive sustained value over time.

Key Advantages

- **Expert help with product planning, upgrades, and adoption:** Our trained and seasoned security professionals will help you plan your security objectives, respond swiftly when critical situations arise, and manage and ensure that your solutions are fully optimized.
- **Reduced security risk:** With customized success plans, regular business reviews and emergency onsite assistance, we provide a structured approach to help reduce risk, bringing your strategy to life.
- **Greater value from investments:** On-demand eLearning education builds your team's skills, so they can efficiently manage and deploy McAfee products. Consulting services, delivered by professional services consultants, help keep your systems and processes current, accelerating time to value.

Connect With Us



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Expert Help with Product Planning, Upgrades, and Adoption

From the outset, your assigned Customer Success Manager brings security domain expertise to ensure you achieve your desired security outcomes by orchestrating and planning for both short-term and long-term success. Your Customer Success Manager helps you set clearly defined security objectives and design a tailored success plan, which serves as a blueprint to help track and measure your security progress. Gaps in people, process, and technology are then identified to help you determine next steps and priorities. Consistent health monitoring and regular reviews provide a continual feedback loop to determine where adjustments and refinements need to be made.

As your single point of contact, trusted advisor, and internal advocate at McAfee, your Customer Success Manager uses rich data and analytics to gain a deep understanding of your environment and help you manage risk, assist you through the product adoption process, and improve your organization's security posture. Using advanced tools and proven methodologies, your Customer Success Manager is dedicated to overseeing your progress and helping you measure it against your strategic plan, providing escalation management when required, and helping you navigate the McAfee ecosystem of products, processes, and solutions.

Reduced Security Risk

To help you identify and manage overall risk, the McAfee Enhanced Success Plan includes regular business reviews, which provide an update to your product adoption progress and preventative care to improve your implementation health and reduce security risk.

When you need it most, we provide emergency onsite assistance for critical product issues.

You also receive priority access, worldwide, to technical experts. Your Service Requests will be prioritized for faster response and quicker issue resolution. The technical experts provide web and telephone assistance 24/7/365 to designated callers.



Features

Product Planning

- Customer Success Manager with domain expertise
- Documented success plans
- Quarterly business reviews
- Ongoing product updates and upgrades

Consulting and Education Services

- Consulting services for product assessment
- User subscriptions to on-demand eLearning product training

Advanced Access

- Service request prioritization
- Direct access to technical experts
- 24/7 phone support
- Emergency onsite assistance

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Greater Value from Investments

Security investments—people, process, and technology—must be cultivated so that they deliver the desired value over time. Your success team will help you make the most of the plan's education and consulting services.

The McAfee Enhanced Success Plan helps equip your staff with skills and knowledge so you can maximize the value of your McAfee products. Convenient, self-paced, on-demand eLearning courses provide an overview of installation, setup, and deployment of McAfee products. Our education services increase your team's competence, boost their job satisfaction, and help them add value to your organization.

You can choose from a variety of product-based solution services delivered by our consultants to identify and correct potential gaps in your product configuration and performance. Solution services include: technical assessment, upgrade assessment, and design review.

The results from the consulting service fully support and drive the success plan managed by your Customer Success Manager. This lifecycle model enables continuous, incremental, and practical changes that further your security goals. Review consulting and education services options [here](#).

About McAfee Customer Success

The McAfee Customer Success Group unites services, support, and training to help your business realize long-term security success.

Our mission is simple: we are dedicated to helping you successfully deploy and use McAfee solutions, manage your operational risk and see a sustained value over time.

From deployment services and proactive account management, to self-help resources, communities, and on-call expert assistance, the McAfee Customer Success Group delivers the people, processes, tools, and technology to ensure that you achieve the security outcomes you want.

Learn More

By uniting a world-class support infrastructure, expert consulting services, on-demand education, and structured account management, the McAfee Enhanced Success Plan helps you safeguard your organization and realize the value of your security investment.

Visit mcafee.com/us/support to learn more, or contact your sales account manager or partner.



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