

McAfee Essential Success Plan

Lighter proactive plan with escalation management, consulting, education, and business reviews

Growing enterprises are challenged daily to maintain their network security. The strain is constant. The McAfee® Essential Success Plan, targeted for medium-size businesses, helps you succeed at being on top of your network security challenges. The plan provides a strategically packaged set of services designed to help you optimize solutions, manage risks, and sustain value.

Your Challenges

Increase of growth in cyberattacks, reduced earnings, and operational disruption is a growing concern of companies worldwide.

According to a recent Cybersecurity Ventures study, global cybercrime damages are predicted to cost the world \$6 trillion annually by 2021,¹ and cyberattacks are the fastest-growing crime in the US.² Also, companies are experiencing larger breaches. The average size of data breaches increased 1.8% in 2017 to more than 24,000 records.³

That's why it's imperative to have strategic, solid measures and strong security plans in place before any security issue occurs.

Your Path to Success

Strong IT security is the key to keeping ahead of cyberattacks. The McAfee Essential Success Plan, a strategically packaged set of personalized services, resources, and expert guidance, is designed to address your security needs and maximize the value of your investment. This plan includes proactive account management, education services, a health check, business reviews, and direct priority access to technical experts.

Key Benefits

- **Get expert help with product adoption and consumption:** Your assigned Support Account Manager (SAM) serves as your point of contact to handle escalation management of your technical issues.
- **Reduce security risk:** Direct and prioritized access to technical experts helps provide peace of mind and minimizes risk. The health check provides detailed diagnostics, maintenance actions, and security recommendations.
- **Extract greater value from technology investment:** Access to flexible education services improves your staff's knowledge and business reviews help ensure products are properly utilized.

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Receive expert assistance, reduce security risk and maximize your ROI

In the fast-paced cyberworld of today, your IT team is scattered across your company, and time for cyberattack preparation is spread thin. The McAfee Essential Success Plan provides expert assistance, helps reduce security risk, and enables you to extract greater value from your McAfee investment.

Your assigned Support Account Manager (SAM) serves as the principle point of contact. The SAM provides expert assistance by developing the relationship with your team and personalizing your experience. The SAM also manages technical escalations and critical situations.

Having direct, prioritized access to technical experts offers peace of mind and minimizes risk. McAfee technical experts bring specialized product technical expertise, provide priority troubleshooting, and enable faster resolution during critical incidents. 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.

McAfee helps safeguard your organization and extract maximum value from your investment, increasing your ROI. Semi-annual business reviews, delivered remotely, help you be prepared to thwart attacks by providing insight into network security issues, resolutions, and security recommendations. You increase technical knowledge and build confidence.

Using your education vouchers, you choose the courses relevant to your needs—with the courses delivered in a variety of ways, including instructor-led, guided on-demand, and eLearning.

Review Consulting and Education Services options [here](#).



Features

Personalized management

- Support Account Manager (SAM)
- Semi-annual business reviews

Consulting and Education Services

- Remote health check (McAfee® ePolicy Orchestrator® software or McAfee® Endpoint Security)
- 30 vouchers to use for education (eLearning, guided on-demand training, or instructor-led training)

Advanced access

- Direct access to expert Technical Support Engineers
- 24/7/365 phone support
- Service request prioritization

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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 global support infrastructure that encompasses dedicated account management, Education Services, a health check, and 24/7 support—along with direct access to technical experts—the McAfee Essential Success Plan helps you protect your organization and achieve the sustainable value of your security investment.

Visit us to learn more, or contact your sales account manager or partner.



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1. "2017 Official Annual Cybercrime Report" (Cybersecurity Ventures)
2. Ibid.
3. "2018 Cost of Data Breach Study" (Ponemon Institute)

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