McAfee Premier Success Plan

Comprehensive personalized plan with success and escalation management, consulting, education, and business reviews

Many organizations struggle with too many choices and not enough structure as they balance security and business objectives. The McAfee® Premier Success Plan, targeted for large-to-global enterprises, produces a new way to help achieve your security goals. It is the most comprehensive, strategically packaged set of services designed to help you maintain solutions, manage risks, and sustain value.

Your Challenges

Despite constant pressure from urgencies, IT security and security operations leaders must maintain a focus on the important: optimizing the security architecture and posture for their environment and managing risks. 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

We understand that, with so many options to choose from, it’s not always easy to know which consulting, service, and support you need in order to be successful. Without tracking, your team may not capture full value from the ones you order. McAfee Premier Success Plan takes away the guesswork and fills in the gaps.

A comprehensive roadmap combines professional and solutions services, training, and technical support with personalized management. Our goal is to help you more effectively plan your strategy and maintain your solutions, manage your operational risk, and see a sustained value over time.

Expert Help with Product Adoption and Consumption

From the beginning, your Customer Success Manager (CSM) brings security domain expertise to your program to ensure that you orchestrate all your options for both short-term and long-term success. From a clear definition of your security objectives and monitoring needs through a regular cadence of account reviews, the CSM enhances your results.

Key Benefits

- **Expert help with product adoption and consumption:** Our trained and seasoned security professionals 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, McAfee provides a structured approach to help reduce risk, bringing your strategy to life.
- **Greater value with technology investments:** With a variety of education options and methods of delivery, build your skills for optimizing your McAfee investment. Consulting Services, delivered by professional services consultants, help keep your systems and processes current, accelerating time to value.

Connect With Us

DATA SHEET

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As a coach, the CSM uses rich data and analytics to help you manage risk and your organization’s security posture. Your CSM has the focus, time, and tools to oversee progress against your strategic plans and identify and enable areas of improvement within IT security and security operations.

**Reduced Security Risk**

To help you identify and manage overall risk, the McAfee Premier Success Plan includes options for both expert Consulting Services and ongoing technical leadership workshops. Choosing our customized, expert-led workshops provides a strategic advisory session which applies our proven methodology and process to your challenges and goals—from incident response to data privacy to the cloud.

In addition, an Assigned Technical Contact (ATC) brings deep product knowledge to the team and works closely with you to gain an intimate understanding of your environment.

The ATC works to maintain security health and the team’s edge as threats change by offering a holistic view of issues and trends.

By knowing your systems and business, your contact can also help you plan for product changes, recommend better product utilization, and refine configurations. This advocate maintains a complete view of service requests, surfacing issues, managing escalations, and providing an accelerated path to resolution and ongoing improvements.

The program provides access to senior Technical Support Engineers (TSEs). These regional resources closely oversee local escalation and situation management and global consolidation across your business. They also support accelerated Service Level Goals (SLGs) for response.

**Greater Value with Investments**

Security investments—people, process, and technology—must be nurtured to keep them delivering the desired value. Your success team will help you make the most of the plan’s extensive education and success services.

First, for rapid and successful deployment, the McAfee Premier Success Plan includes a range of training enablement options, such as eLearning, classroom-based courses, and onsite training. This helps your team grow their product expertise and ensure that your products get successfully deployed, maintained, and optimized while expanding use cases.

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**Features**

**Success and Escalation Management**
- CSM with domain expertise
- ATC with broad technical knowledge
- Documented success plans
- Quarterly business reviews

**Consulting and Education Services**
- 160 hours of Consulting Services for product assessment
- 280 vouchers to use for Education (eLearning, guided on-demand training, or instructor-led training)
- Unlimited site license to all eLearning training

**Advanced Access**
- 24/7 phone support
- Service request prioritization
- Direct access to technical experts
- Up to six onsite technical support assistance visits per year
Ongoing training enables your team members to build their competence, increasing their job satisfaction and their value to the company.

Additionally, to encourage success over time, regular check-ups provide preventative care that keeps your implementation healthy. This plan includes a choice of professional services, such as product design reviews, health checks, upgrade assessments, and product optimization services. These will help identify potential gaps and opportunities in each product’s configuration and performance.

Going full circle, the findings from professional services feed back into the plan your CSM and ATC are maintaining on your behalf. This lifecycle model enables continuous, incremental, and practical changes that further your goals. It keeps security and business objectives in balance.

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 security 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, expert consulting services, on-demand education, and structured account management, the McAfee Premier Success Plan helps you safeguard your organization and realize the value of your security investment.

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