McAfee™
Together is power.

McAfee Premier Success Plan

Get proactive with complete lifecycle services, education, and support

Many organizations struggle with too many choices and not enough structure as they balance security and business objectives. The McAfee® Premier Success Plan introduces a set of integrated services focused on helping you derive the full value from your investments in McAfee solutions and optimize your security operations.

Your Challenges

Despite constant pressure from the urgent, 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. Our new 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.

Continuous Planning and Maintenance

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.

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.

Key Benefits

- **Reduced risk:** With customized, Foundstone® expert-led workshops and tools, we bring your strategy to life.
- **Ongoing education:** Build skills and get the maximum value from your products with unlimited eLearning subscriptions and a selection of instructor-led product courses.
- **Integrated Professional Services:** To keep your systems and processes current, we include health checks, upgrade assessments, and design reviews.
- **Customer Success Manager:** A single point of contact manages short-term and long-term plans across McAfee teams and nurtures product adoption and healthy security programs.
- **A named technical lead:** Your assigned technical contact complements strategic programs with breaking issues and threat trends, and streamlines escalation and situation management.

Operational Risk Management

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 Foundstone 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 then 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 also maintains a complete view of service requests, surfacing issues, managing escalations, and providing an accelerated path to resolution and ongoing improvements.

The program also 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.

Sustained Value Realization

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.

Ongoing training also enables your team members to build their competence, increasing their job satisfaction and their value to the company.

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.

Key Benefits (continued)

- **Accelerated response:** You get more timely, more targeted expertise when you need it from our TSEs, who are located in every global geography and enable faster service level goals.

Features

People
- Assigned Customer Success Manager (CSM)
- Direct access to TSEs
- Assigned technical contact
- 24/7 phone support
- Onsite use case and technical reviews
- Emergency onsite assistance

Process
- Education and training services
- Structured Solution Success plans
- Enhanced Service Level Goals (SLGs)
- Malware trend webcasts and blogs

Learn More

By uniting a world-class support infrastructure, priority engineering expertise, and passionate account management, the McAfee Premier Success Plan helps you safeguard your organization and realize the full value of your security investment.

Visit support.mcafee.com/ServicePortal to learn more, or contact your sales account manager or partner. To learn more about professional services offerings, visit mcafee.com/us/services.

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 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.

Features (continued)

Technology
- Daily product updates and upgrades
- McAfee Labs malware analysis, alerts, and remediation analysis
- Web and phone support with remote desktop service
- Automatic diagnostic and remediation tools
- Best practices videos and guides
- Online service portal and knowledge center 24/7
- Support Notification Service (SNS) automated alerting service

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