

McAfee Consulting Services

Frequently Asked Questions

Q: What is McAfee® Consulting Services?

A: The McAfee Consulting Services portfolio helps you use our products and build tighter security programs. Our consulting services are customized to meet your unique security needs and are planned around all stages of your lifecycle. They address the simplest to the most complex requirements.

These services are delivered by our global team of trusted McAfee® consultants, who have collective decades of product and security experience across various industries.

For additional information, see the [McAfee Consulting Services eBook](#).

Q: What’s included in the McAfee Consulting Services portfolio?

A: McAfee Consulting Services, designed to span across all enterprises, consist of two distinct practices: McAfee® Solution Services and McAfee® Advanced Cyber Threat Services (ACTS).

McAfee Solution Services

McAfee Solution Services are a group of product-related services that help ensure your security products are effectively deployed, integrated, assessed, and optimized in alignment with your security strategy.

These services are delivered by consultants with product expertise and can help you gain a deeper, broader use of your McAfee technologies and products across the full lifecycle.

McAfee Advanced Cyber Threat Services

McAfee ACTS are a group of strategic, hands-on security services that help you find the best ways to establish and maintain a strong security posture. Services include identifying network and application vulnerabilities, providing remediation recommendations, providing actionable threat intelligence, and designing strong security programs and enforceable security policies.

These services are delivered by experienced domain security experts who can help you be better prepared to combat emerging threats and defend valuable corporate assets.

McAfee Solution Services Practice	McAfee Advanced Cyber Threat Services Practice
Data Protection	Risk and Compliance
Endpoint and Server Protection	Threat Intelligence
Event Aggregation and Visibility	Secure Development Operations (DevOps)
Network Protection	Security Operations (SecOps)
Cloud Protection	Incident Response

Connect With Us



CUSTOMER FAQ

Q: What makes us different?

A: McAfee Consulting Services are delivered by our global team of trusted security consultants who have collective decades of product and security expertise across various industries. Among them are respected instructors, speakers at major conferences, and security-certified professionals. Using best-practice methodologies and deployment tools, our professionals are highly qualified and trained consultants who help you get the most out of your McAfee products and design strong security programs so you can reach new levels of performance.

Working with McAfee Consulting Services, you can expect:

- **Expertise:** We bring product and security expertise—with over 600,000 annual consulting hours—no one knows our products better than we do.
- **Ecosystem:** We work together with an integrated security ecosystem—McAfee® Labs, McAfee® Engineering, McAfee® Support, and McAfee® Product Management—to help develop and secure your enterprise.
- **Extensive:** We offer a broad-based portfolio of services to help move your security forward.
- **Efficiency:** We are armed with the latest tools, strategies, and knowledge to help drive efficiency in your business.

Q: What are the typical challenges faced by customers?

A: Most companies do not have enough resources with sufficient security skill sets to learn all aspects of a product and how to effectively deploy and adopt it. According to a Ponemon report, only 29% of companies have the ideal skilled personnel dedicated to cybersecurity.¹ Also, McAfee has found that, according to practitioners, there isn't enough time to resolve security issues. And with the time to resolve an incident increasing by 57%,² it is more challenging to save time, lower costs, and reduce risks. Finally, there is a limited impact on investments, and sometimes they are hard to defend. Worldwide spending on security-related hardware, software, and services is expected to reach \$133.7 billion in 2022.³

Q: How does McAfee help solve your challenges?

A: McAfee is committed to making cybersecurity professionals more efficient and cybersecurity more effective—so you get full use of your McAfee investments. To help with the constant challenges that you face, we can help extend your staff's expertise, accelerate your time-to-value, and maximize your investment.

- **Extend your expertise:** With the current cybersecurity talent shortage, we deliver the right mix of services and security domain expertise to support your security needs while helping to augment your staff and to build their knowledge and proficiency.

CUSTOMER FAQ

- **Accelerate your time-to-value:** With intensifying demands and evolving threats hindering your ability to keep pace, we help you deliver your security projects quicker and more efficiently, so you can save time, lower costs, and reduce risks.
- **Maximize your investment:** With the increase in threats, your ability to defend your investments is reduced. We provide an array of services and capabilities to help you get the most from your products and better prevent and preempt security breaches.

Q: Who is eligible to purchase McAfee Consulting Services?

A: McAfee Consulting Services are available to customers across all enterprises that either own McAfee products and need implementation assistance or require product-agnostic security expertise.

Q: What type of options are available with McAfee Consulting Services?

- A:** McAfee offers different options to meet your needs. Depending on your needs, services:
- Can be purchased weekly, monthly, or annually
 - Are negotiated through time and material or for a fixed price
 - Staff augmentation services available

Q: If I purchase McAfee Consulting Services and do not use them right away, when do they expire?

A: McAfee Consulting Services must be used within a 12-month period from the date of purchase. McAfee Consulting Services do not roll over to the following year once the 12-month period from date of purchase has ended. Individual Statements of Work (SOWs) may vary and include specific service terms. Work with your McAfee Sales Account Manager if you need assistance.

Q: Is an SOW required when purchasing McAfee Consulting Services?

A: Some consulting engagements require an SOW to detail the service being performed, agreed-upon deliverables, and expected outcomes. However, some consulting engagements are fixed-scope and do not require an SOW.

Q: Who can I contact for additional information about McAfee Consulting Services?

A: Please contact your McAfee Sales Account Manager or McAfee Channel Partner for a quote.

1. [The Third Annual Study on the Cyber Resilient Organization \(Ponemon\)](#)
2. [Ibid.](#)
3. [Worldwide Semiannual Security Spending Guide \(IDC\)](#)



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