

McAfee Premier Success Plan

Frequently Asked Questions

Q: What is the McAfee® Premier Success Plan?

A: The McAfee Premier Success Plan, part of the McAfee® [Customer Success Plans](#) portfolio, is a strategically packaged set of personalized services, resources, and expert guidance designed to increase product adoption, reduce security risks, and maximize the value of your McAfee investments.

This comprehensive, personalized plan, designed for large-to-global enterprises, is led by a Customer Success Manager (CSM) and technically advised by an Assigned Technical Contact (ATC) and Cloud ATC. The plan includes proactive success and escalation management, McAfee® Consulting and Education Services, McAfee® Health Watch Services, documented Success Plans, and Business Reviews. For additional information, see the McAfee Premier Success Plan [data sheet](#) and review the available [Consulting and Education Services Options](#).

Q: What are the key features of the McAfee Premier Success Plan entitlement?

A: The key features of the McAfee Premier Success Plan revolve around several critical components:

Success and Escalation Management

- **Customer Success Manager:** Your assigned CSM is responsible for managing product enablement and adoption through a set of core processes

and activities focused on the execution and enablement of your McAfee solutions. The CSM helps you achieve your security objectives and serves as your McAfee advocate.

- **Assigned Technical Contact:** The ATC has a broader technical knowledge of the overall McAfee portfolio. This professional serves as your expert for the deployed solutions, monitors your technical matters, helps avoid issues, and drives product adoption and utilization.
- **Cloud Assigned Technical Contact:** The Cloud ATC works closely with the CSM and ATC, providing technical expertise for MVISION Cloud. The Cloud ATC helps identify knowledge gaps, build required skills through use case scenarios, and drive adoption and utilization. This expert proactively monitors the status of your deployed solutions, makes technical recommendations, and provides a bi-weekly report for taking corrective actions.
- **Success Plan:** This is a customized analysis of your current environment and program plan tailored to your security objectives and focus areas to ensure full adoption of your McAfee solutions.
- **Quarterly Business Reviews:** The CSM and technical experts conduct a quarterly business review to review the adoption and health of your

Connect With Us



CUSTOMER FAQ

McAfee solutions and status of your customized Success Plan and perform analysis of threats in the environment.

Consulting and Education Services (For the most current, detailed descriptions of each, refer to the [Consulting and Education Services Options](#).)

- **Consulting Services:** Delivered by McAfee consultants, these services are designed to support your health, upgradability, and security planning activities. You can select up to four (each being one week for a total of 160 hours) of McAfee® Solution Services and Advanced Cyber Threat Services.
- **Health Watch Services:** You will receive four Health Watch Services, remotely delivered by a McAfee consultant, which offer a detailed, in-depth diagnostics report, summary of maintenance actions, and actionable recommendations to help ensure the effectiveness of your McAfee solutions.
- **Education Services:** These services provide product and security training options to enhance your security personnel's knowledge of your McAfee products. Use your 280 vouchers with a flexible menu of options from either instructor-led, guided on-demand, or eLearning training. You will also receive an unlimited site license to all eLearning training.

Advanced Access

- **24/7 Support:** The 24/7 phone support is provided with remote desktop control and includes automatic diagnostic and remediation

tools, access to the McAfee Premier Success portal, and the Support Notification Service.

- **Service Request Prioritization:** This provides prioritized access to our most senior technical experts for faster response and resolution of your issues.
- **Designated Contacts:** There is an unlimited number of designated contacts authorized to contact the CSM.

Q: What are the benefits of the McAfee Premier Success Plan?

A: Get expert assistance with product adoption and consumption: Your experienced CSM, ATC, and Cloud ATC provide deep technical knowledge, assist with crucial and strategic planning, and help achieve your objectives. They oversee your progress, working to gain an intimate understanding of your environment and provide an accelerated path to help you achieve product adoption, consumption, and optimization.

Reduce security risks: Orchestrated resources ensure that issues are proactively identified before they arise in your environment. Documented success plans tailor your security objectives and business reviews assess your adoption and health and analyze threats.

Derive greater value from investments: Education Services build your skills for optimizing your solutions, and Consulting and Health Watch Services use best practice methodologies to help keep your systems and processes current.

CUSTOMER FAQ

Q: Why purchase the McAfee Premier Success Plan?

A: The McAfee Premier Success Plan focuses on helping you derive the full value from your investments in McAfee solutions, optimize your security operations, and improve your overall security posture. McAfee has skilled experts orchestrated throughout your product lifecycle.

Q: What is the difference between the McAfee® Essential Success Plan, McAfee® Enhanced Success Plan, and McAfee Premier Success Plan packages?

A: Each success plan offers:

Feature	McAfee Essential Success Plan	McAfee Enhanced Success Plan	McAfee Premier Success Plan
Success management		Customer Success Manager	Customer Success Manager
Escalation management	Support Account Manager	Customer Success Manager	Assigned Technical Contact
Cloud management	Add-on option	Add-on option	Cloud Assigned Technical Contact
Business reviews	Semi-annual	Quarterly	Quarterly
Education Services	30 education vouchers	80 education vouchers	280 education vouchers Unlimited site license to all eLearning training
Consulting Services	1 Health Watch Service (remotely delivered)	40 hours 2 Health Watch Services (remotely delivered)	160 hours 4 Health Watch Services (remotely delivered)
Designated contacts	15	25	Unlimited

CUSTOMER FAQ

Q: Where can I find more details about the McAfee Customer Success Plan features?

A: Questions about each feature can be addressed with your McAfee sales account manager or partner. Upon purchase, a McAfee Customer Success Plan Handbook will be provided which includes more details.

Q: Who is eligible for the McAfee Premier Success Plan?

A: Any McAfee customer who is current on their Business Support entitlement is eligible to purchase the McAfee Premier Success Plan.

Q: I currently have a McAfee Premium Support entitlement. Do I have to wait until my renewal to uplift?

A: No. You do not have to wait until your renewal. If you are interested in upgrading to the McAfee Premier Success Plan before your next renewal, please contact your McAfee Sales Account Manager or McAfee Channel Partner.

Q: Am I entitled to receive the McAfee Premier Success Plan benefits for every 12-month period purchased?

A: If you purchased multiple years, you will get these benefits for every 12-month period. McAfee Premier Success Plan benefits do not roll over to the following year if the entitlement has period has ended. All McAfee Premier Success Plan features must be consumed within the entitlement period.

Q: Have the McAfee Premium Support offerings changed?

A: The McAfee Premium Support offerings have been retired and are no longer available for purchase.

Q: Who can I contact for additional information on the McAfee Premier Success Plan?

A: Please contact your account representative, Sales Account Manager, or a McAfee Channel Partner for a quote. [Learn more.](#)



2821 Mission College Blvd.
Santa Clara, CA 95054
888.847 8766
www.mcafee.com

McAfee and the McAfee logo are trademarks or registered trademarks of McAfee, LLC or its subsidiaries in the US and other countries. Other marks and brands may be claimed as the property of others. Copyright © 2020 McAfee, LLC. 4459_0420
APRIL 2020