

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](#), is a strategically packaged set of personalized services, resources, and expert guidance designed to increase product adoption, reduce security risk, and maximize the value of your McAfee investment.

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). The plan includes proactive success and escalation management, Consulting and Education Services, documented Success Plans, onsite technical assistance, 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.

- **Assigned Technical Contact:** The ATC has a broader technical knowledge of the overall McAfee portfolio and monitors your service request and engages to ensure priority resolution. This also provides proactive and holistic support around technical issues and an annual threat response analysis.
- **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:** CSM and technical experts conduct a quarterly business review to review the adoption and health of your 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

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support your health, upgradability, and security planning activities. You can select up to four (each being one week for total of 160 hours) of Solution Services and Strategic Advisory Services.

- **Education Services:** Online product training, accessible via on-demand, enhances your security personnel's knowledge of your McAfee products. Use your 280 vouchers with a flexible menu of options from either instructor-lead, guided on-demand, or eLearning education choices. 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:** Prioritized access into our most senior technical experts for faster response and resolution of your issues.
- **Onsite Assistance:** Receive up to six onsite technical support assistance visits per entitlement year as required to resolve critical Severity-1 or Severity-2 service requests.

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

A: Expert assistance with product adoption and consumption: Product user training and optimized services from experienced experts provide crucial planning and maintenance needed to maintain the solutions. Dedicated resources help you keep your solutions and policies current. The CSM helps you achieve your security objectives by proactively shaping your security strategy throughout support lifecycle.

Reduced security risk: Orchestrated support and services resources to ensure that issues are proactively identified before they arise and accelerate in your environment. Receive technical support onsite assistance (up to six) to troubleshoot and resolve issues associated with unplanned downtime events (Severity-1 or Severity-2).

Extract more value from your technology investment: Product education, Consulting Services, and personalized account management across the portfolio help ensure products are deployed successfully using best practices and standardized methodologies.

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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 differs in 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	Provided by Customer Success Manager	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 Check (McAfee® ePO™ or McAfee® Endpoint Security)	40 hours Flexible menu of options	160 hours Flexible menu of options
Onsite Assistance		Up to 2	Up to 6

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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.](#)



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