



# Intel Security Partner Program Managed Services Specialization

From the chip to the cloud, Intel® Security offers MSP partners a path to provide the industry's broadest, most advanced security solutions as a managed service. With MSP-friendly buying options, multitenant management capabilities, more efficient support and market-leading solutions, the Intel Security Managed Services Specialization will enable you to deliver world-class and profitable Managed Security Services.

## Managed Services Specialization

The Managed Services Specialization is tailored to meet the needs of partners like you who want to provide value-added offerings to their managed end users as part of partner-branded service. The program gives you a framework for new pricing models, simple reporting, access to hardware, on-premises software, cloud-based software, and optimized partner support to help you extend business growth and the value you offer your customers.

Ideal service provider specialization partners include:

- Pure-play managed security service providers looking to incorporate world-class solutions.
- Hosting organizations that want to embed security into existing offerings or create standalone security services.
- Communications companies looking for additional security add-on or cross-sell opportunities.
- Partners expanding from resale into value-added service delivery.

## Managed Services Specialization Benefits

### MSP-friendly buying and pricing options

- Monthly Buying Program.
  - Help your customers shift from a Capital Expense to an Operational Expense without your business taking all the risk.
  - Eliminate the hassles of license renewals and co-terms.
  - Add or remove end users immediately.
- Partner, not the end user, is the product license owner of record.

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## Specialization Overview

### Monitor and manage multiple customer environments

- Cross solution, management, and provisioning tools.
  - Unify management of solutions across endpoints, networks, data, and compliance.
  - Standardized platforms, operations, and support.
  - Low-cost management tools.
- Provide Managed Services for more customers with existing resources.

### Efficient support

- Business level Support included with MSP Pay as you go monthly pricing option. Managed Service Specialization partners that complete specific product family level training can qualify for higher level partner support.
- Growing team of MSP-knowledgeable sales, marketing, and operations support resources.

### Market-leading solutions

- MSP-ready “high-growth” security solutions (SIEM, DLP).
- Proven fundamental security solutions (Endpoint, Web Security).
- Unique IP and correlation tools to stay ahead of the Security Landscape—McAfee® Global Threat Intelligence and Advanced Threat Defense.
- On-premises and cloud options available.

### Managed Services Specialization Requirements

- Enrollment into the Intel Security Partner Program.
- Agreement to Intel Security Managed Services Specialization terms and conditions.
- Ownership and management of the technology license from Intel Security for McAfee products.
- Provides an End User Service Level Agreement and 24/7 technical support.
- Intel Security Partner Program Technical and Support certification(s) for access to closed products and elevated technical support.

### Managed Services Specialization Benefits

- Customized service offering.
- Pay-per-use pricing.
- Quick product access.
- Efficient reporting—Single reporting, single invoice.
- Optimized support offering.

### Terms

The Intel Security Managed Services Specialization provides partners with value-added benefits when it comes to purchasing McAfee products with specialized product pricing, licensing, and reporting.

- **Pricing**—McAfee products offered through this program support flexible business models designed to support partner cash flow.
  - Pay-per-use monthly subscriptions.
  - Partner may own the assets on behalf of a named end user.
- **Usage rights**—An Intel Managed Services Specialization partner has these advantages:
  - **Available products**—McAfee software, Software as-a-Service (SaaS), and hardware solutions are available for service provider usage.
  - **Volume banding**—Service Specialization pricing, based on partner levels, with bands based on annual service provider business with Intel Security across all products.
  - **Partner reporting**—Simple, once-a-month usage report.

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## Specialization Overview

### Intel Security Partner Technical Support

The Intel Security Partner Technical Support program for service providers gives your organization an enhanced escalation path to shorten issue resolution time for end-user customers. As a qualified partner, you can provide technical support to your end users with the assurance of rapid access to advanced Intel Security Technical Support resources.

- **Business level Support** included with MSP Pay as you go monthly pricing option.
- **Base Partner Support** is provided for anytime access phone support, rapid response to Tier II Support Engineers, special access to training courses, plus access to virtual product evaluations and the McAfee ServicePortal. Available for partners that complete specific product family level training.
- **Advanced Partner Support** extends Base Partner Support to qualified partners for direct access to Intel Security Level III Product Specialists, assignment to an Intel Security Partner Support Account Manager, access to the Platinum Portal, prerelease access to products, and use of diagnostic and troubleshooting tools.

### Managed Services Specialization Product Training Authorizations

Become a trusted partner to customers by completing Managed Services Specialization product family trainings, per product competency.

Training authorizations in these areas means you have the technical knowledge of Intel Security products and can offer your customers advice and support on the Intel Security solutions that are important to them. Available Managed Services Specialization Product Family Authorizations:

- ePolicy Orchestrator (ePO)
- MOVE
- HIPs
- Application Control
- Endpoint Data Loss Prevention (DLPe)
- Endpoint Protection
- Advanced Threat Defense (ATD)
- Network Security Platform (NSP/IPS)
- Web Protection
- Network Data Loss Prevention (NDLP)
- SIEM
- TIE
- McAfee Active Response (MAR)

More information about available course requirements can be viewed via the Intel Security Partner Portal in the Intel Security Partner Learning Center.

Whether you are an established MSP or new to the space—find out more today.

Please visit: [www.mcafee.com/msp](http://www.mcafee.com/msp).

