McAfee™
Together is power.

Enterprise Support

Priority Support expertise and proactive account management

Even with an increased focus on information security, many IT organizations struggle with the rapidly changing threat landscape and maintaining security across multiple business-critical systems. Enterprise Support provides an assigned Support Account Manager and direct access to Technical Support Engineers to enhance existing team resources and drive proactive security management.

Key Advantages

- **Technical expert access**
  Technical Support Engineers (TSEs) located in every global geography for fast and effective support access

- **Personalized technical management**
  Ensures Support delivery is focused on your security requirements and expected outcomes

- **Team coordination**
  Provides focused coordination between remote and on-site resources

- **Rapid issue resolution**
  Delivers the technical expertise to help resolve product issues, and expedite escalations as needed to drive remediation

- **Decreased time to value**
  Quickly improve your security products to accelerate ROI

- **Optimized security posture**
  Improves security effectiveness by aligning policies, controls, and best practices to the needs of your business

Your organization is growing, and the demand for information sharing across multiple platforms, technologies, and geographies is increasing. While this means faster decision-making and greater opportunity, it also increases business risk — from unmanaged endpoints, unauthorized mobile access, and unintentional data loss. While you have relied on your existing team to maintain your security deployment, the strain of managing and optimizing a multi-product, multi-layered security environment is evident. Clearly there is a need to expand the security expertise of your organization to help maximize the value of your security investment — and keep your business safe. Enterprise Support delivers priority engineering expertise and proactive account management to ensure the optimization and effectiveness of your organization's security environment. It entitles you to direct access to experienced Technical Support Engineers (TSEs) , and provides an assigned Support Account Manager (SAM) to customize and proactively manage your technical support experience.

With its world-class support infrastructure, priority engineering expertise and proactive account management, Enterprise Support helps you safeguard your organization and realize the value of your security investment.

Personalized Support Management

As your personal technical support management contact, the SAM is responsible for various account management and service escalation delivery processes. He/she helps identify service needs, plan upgrade projects and develop future security growth strategies. By establishing a regular cadence of meetings, account reporting, and activity review sessions, the SAM helps ensure support delivery is aligned to your security requirements and expected outcomes. He/she also concentrates on gaining a strong familiarity with the deployment adaptations and complexities that characterize your security environment to help you ensure your security posture matches your organization's business priorities.

Enterprise Support Features

- Daily product updates and upgrades
- McAfee Labs malware analysis, alerts with remediation analysis
- Malware trend webcasts and blogs
- 24/7 Web and phone support with remote desktop control
- Automatic diagnostic and remediation tools
- Best practices videos and guides
- Online Portal and Knowledge Center access 24/7
- Access to expert Technical Support Engineers (TSEs)
- Enhanced escalation strategy
- SNS alerting services
- 1 region covered
- 10 authorized contacts (in region)
- Assigned Support Account Manager (SAM)
- Annual product planning and protection analysis
- Case and business reviews
- On-site case and technical reviews (up to two annually)
- Onsite assistance Technical Support Assistance (by TSEs; up to two annually)

Issue Resolution

Enterprise Support customers are entitled to direct access to TSEs, experienced security engineers with specialized product expertise. Located in all global geographies to provide fast, effective support access, TSEs have access to the latest development engineering information for their supported products. The TSEs work with your team to troubleshoot and resolve product issues, address complex deployment questions, and resolve product integration challenges. They also provide valuable product best practices and assist during critical incidents. Every TSE is experienced at remote resolution, and with your permission, will view screens, collect system information, and control the desktop to diagnose and resolve issues faster.

The SAM complements the TSE with skillful management oversight and coordination of support resources with your in-house team. He/she also can escalate service request technically or managerially to driving greater visibility and faster resolution that can help minimize business impact and system downtime.

Proactive, Preventive Guidance

In addition to account management and issue resolution, your SAM provides proactive, preventive security guidance to help you get the most out of your McAfee investment. He/she is prepared to discuss security trends, related issues, and recommend improvement strategies. Because your SAM knows the unique complexities of your security environment, he/she can bring a fresh perspective to planning discussions, helping you prevent current security or compliance issues and map out future expansion strategies. Your SAM will assist you in maintaining an optimized security environment, truly becoming an integral part of your in-house security team.

Expand Your Security Resources

Your organization doesn't have to struggle to keep ahead of evolving security risks, or feel the strain of managing a multi-layered security infrastructure — as well as multiple business-critical systems. With direct access to TSEs and a personal SAM on your team, Enterprise Support can provide the engineering expertise and proactive account management needed to help you realize the value of your security investment and safeguard your organization.

For additional information about Enterprise Support, contact McAfee Sales Account Manager today.