

Resident Enterprise Support

One customer, one focus – keeping your business safe

Key Advantages

- **Decreased time to value**
Deployment planning and team assistance to help ensure rapid rollouts with minimal impact on day-to-day operations
- **Optimized security posture**
Aligns policies and best practices to the needs of your business to improve security effectiveness
- **Greater team productivity**
Implements security policies and controls that decrease workloads, enabling the in-house team to focus on core projects
- **Minimize downtime**
Provides hands-on oversight to reduce exposure to emerging threats or product vulnerabilities and avoid unplanned down time
- **Proactive, preventive guidance**
Initiates strategic security planning to help prepare for new threats, emerging technologies, compliance changes, and organizational growth

Many organizations now recognize the value and cost-effectiveness of augmenting their in-house IT teams with knowledgeable, outside security personnel. For McAfee customers with large, complex business operations, Resident Enterprise Support brings a level of expertise and operational management in-house they cannot easily duplicate.

Your organization has made a large investment in McAfee security solutions because you know that protecting your business isn't about one product. It takes a multi-product, multi-layered security strategy. This approach makes your information systems more secure. More connected. And much more complex. While you have an impressive in-house team, adding more security management, deployment, monitoring, and support responsibilities may distract and overload them. Core business projects may be jeopardized, resolution times extended, and the new security systems may never be fully optimized for your environment. That may leave the promise of greater safety and protection just out of

reach.

McAfee Resident Enterprise Support provides a dedicated, onsite expert obsessively focused on your organization, your security environment, and keeping your business safe. Intensely knowledgeable about your unique security deployment and backed by McAfee expert Technical Support Engineers, the Resident Support Account Manager (RSAM) takes security management to a real-time level that only can be achieved through dedicated onsite support. By leveraging the expertise of your in-house team with that of the RSAM and McAfee Support, your organization will be able to realize a return on its McAfee

security investment much sooner.

It's a Match – the RSAM Selection Process

Selecting an RSAM for your organization involves a rigorous assessment process designed to match RSAM skills and expertise to your delivery expectations. While every organization has unique security deployment and business requirements, McAfee ensures each RSAM is proficient in product deployment, case management and escalation, knowledge sharing, collaboration, technical delivery, strategic planning, communications, and advocacy. Your participation is crucial to understanding the security requirements, product implementations, current and future challenges, cultural traditions, and management styles of your organization — knowledge that will help McAfee identify the right RSAM candidates for your consideration.

Once on site, the RSAM combines his real-world security expertise with daily, hands-on involvement and team interactions to deliver results quickly. He or she is not a phone call away, but steps away, able to join the conversation, take advantage of coaching opportunities, directly observe issues, and deliver rapid assessment and action. And because of his deep knowledge of your environment and goals, the RSAM provides invaluable strategic security planning expertise to help prepare for new threats, emerging technologies, and expanding security requirements for your growing organization.

Delivering Value and Business Results.

The RSAM takes a preventive approach, becoming an expert in the complexities and deployment adaptations that characterize your security environment. With an intimate understanding of the “what, where, how, and why” of your security systems, he can gauge the impact of best practices, updates, and new technologies to help you prepare for deployments and avoid unplanned downtime. Knowing your environment so thoroughly, the RSAM can bring a fresh perspective to discussions and show, for example, how to resolve data protection challenges by fully optimizing current software. By recommending policy changes such as restricting personal devices on the network to reduce virus alerts, the RSAM can help you prevent security and compliance issues from occurring.

Accelerating project deployment

Your RSAM plays a lead role in helping you roll out new McAfee security systems successfully. With his product knowledge and operational guidance, the RSAM can reduce the time to value, helping your organization jump years ahead on critical deployment projects such as endpoint encryption, Host DLP, and USB device controls. He also is invaluable in managing deployment roadblocks. Through personal remediation or collaboration with the McAfee support team, the RSAM helps ensure deployment projects proceed smoothly with minimal impact on day-to-day operations. Additionally, the RSAM keeps you informed of upcoming changes, deployment options, and product plans to help you maintain an optimized, standards-based security environment.

Resolving issues rapidly

Large organizations are not immune to security incidents or cyberthreats. The challenge becomes how to respond quickly, minimize operational impact, and ensure business continuity. McAfee Resident

Enterprise customers have found they have fewer escalations, a reduction in issue severity, and less team frustration with the RSAM out in front. In a critical incident, the value of a dedicated, onsite RSAM is magnified. His rapid and proactive oversight can reduce exposure to emerging malware threats or product vulnerabilities. He becomes “the go-to guy” to reproduce the problem, ask the right questions, initiate remote support calls quickly, and collect the right data for analysis by McAfee. By serving as the liaison between your organization and McAfee, the RSAM can eliminate needless email and call cycles to ensure smooth communications and your satisfaction with the resolution.

Your advocate and liaison

The RSAM is the “voice of the customer” back to McAfee, a dedicated security advocate helping to ensure deployment, operations, and resolution success. With direct access into McAfee Support and Engineering, he or she is your personal security champion, advocating on your behalf and fast-tracking issues. When a problem occurs, the RSAM rallies McAfee product specialists, engineering, and Support management to your aid, securing priority response and processing for high-severity cases, and personally monitoring and reporting on case status until resolved. Additionally, the RSAM drives greater visibility for your Product Enhancement Requests (PERs). He or she will schedule calls with Engineering and Product Management to bring you up to speed on relevant product roadmap plans.

Enhancing team productivity

With in-house teams focused on core business systems and user support, organizations soon recognize how essential the RSAM is to expanding the security environment without overloading existing staff. As new systems come online, the RSAM recommends policies and controls that can reduce the workload of your in-house team, allowing them to work proactively, not just respond reactively.

An important part of the RSAM's role is transferring product knowledge to the in-house team. Interactive exchanges about environment operations, system architecture, and current security deployments mean everyone gains a better understanding of plans and priorities. And as the organization prepares for more widespread security deployments, this knowledge-sharing practice helps to strengthen the security program and prepare the team for the next implementation phases.

Increase Your Resources — and Confidence

McAfee Resident Enterprise Support brings critical security expertise in-house — expertise you may not have or be able to easily obtain — and lets you breathe easier. Worry less. And concentrate on your core business more.

For additional information about McAfee Resident Enterprise Support, contact your McAfee sales account manager today.



2821 Mission College
Boulevard
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 © 2017 McAfee, LLC.
3242_1017
October 2017