

Corporate Technical Support

Proactive information to keep you informed and connected

Security is not just about purchasing the right solutions—it's about making sure those solutions keep your business secure. With more than 300 new threats discovered daily, and data theft emerging as a commonplace exploit, companies need to feel confident they are protected and can get expert help. Award-winning McAfee Technical Support helps you maximize uptime and solve problems quickly and efficiently so that your business is not interrupted.

An Extension of Your IT Organization

At McAfee, our passion for security extends to support. Regardless of the size of your business, McAfee Technical Support offers highly trained and certified security professionals who can provide the right information, tools, and programs. Our goal as the world's largest dedicated security company is to address potential issues quickly and efficiently to help you combat today's threats so you can focus on the demands of your business

Award Winning Business Support

- Daily updates and product upgrades
- Unlimited access 24/7
- Alerts with remediation actions on the latest threats
- Online product evaluation environments and video best practice guides
- Automated issue analysis and remediation tools

Select the Right Technical Support Option for Your Organization

To ensure that your organization stays secure, McAfee Business Support is a standard offering, constantly providing updates and upgrades to our products, backed up by 24/7 support. Regardless of when you need assistance, McAfee is there to help. Larger, more complex organizations can see significant reductions in the internal costs of supporting security by leveraging McAfee Customer Success Plans.

Many organizations struggle with too many choices and not enough structure as they balance security and business objectives. **McAfee Customer Success Plans** transforms traditional technical support by providing a comprehensive roadmap combining solution and Foundstone services, training, and technical support with personalized management and tools. Plan your security strategy and maintain your solutions, manage your operational risk, and see a sustained value over time with a plan that enables you to successfully deploy, manage, and optimize McAfee products and solutions, turning your security into a business driver.

The **McAfee® Premier Success Plan** and **Enhanced Success Plan** introduce integrated services focused on helping you derive the full value from your investments in McAfee solutions and optimize your security operations. The Success Plans focuses on three key outcomes for customers: helping you proactively plan and maintain your McAfee solutions, managing your operational risk, and seeing a sustained value over time.

DATA SHEET

Maintain Quality Support

Daily and Real-Time Updates to Malware Protection

The worldwide team of McAfee threat researchers at McAfee Labs constantly analyze new threats and vulnerabilities to ensure McAfee protects against the latest threats. McAfee support provides the daily updating of these malware detection and removal files, while McAfee Global Threat Intelligence™ provides real-time protection of threats.

Product Upgrades

McAfee engineers are continuously working to improve the technologies used to detect malware and simplify management. These product upgrades are automatically available to customers through their support contract, maximizing their protection and improving productivity.

Quality Management

McAfee implements a full 360-degree review process for our support interactions. When your case is closed, an automated survey is sent out, and your response is reviewed by the McAfee Customer Experience Management team. They review the case using recorded phone calls, chat sessions, and videos of our technicians' desktop. They will follow up directly with you, the technician, and McAfee Support Management if further discussion or escalation is required.

Speeding Resolution

Where your security policies allow, McAfee support technicians can use remote desktop-sharing or control technologies. With the help of these technologies, our technicians can see an issue first hand to speed up resolution, and users can be walked through the remediation process.

Advanced Alerting

McAfee Advisories not only alert you to new malware but also provide you with a list of McAfee products and signature versions to remediate those threats. The McAfee Support Notification Service allows you to customize alerts and notifications based on products you own.



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