

Consulting and Education Services Options

McAfee® Customer Success Plan customers are entitled to the following Consulting and Education Services options, depending on their plan.¹

McAfee® Premier Success Plan

1. 160 hours of Consulting Services from the Solution Services and Advanced Cyber Threat Services menu
2. Four remotely delivered McAfee® Health Watch Services
3. 280 education vouchers redeemable towards Education Services
4. Unlimited eLearning site license

McAfee® Enhanced Success Plan

1. 40 hours of Consulting Services from the Solution Services menu
2. Two remotely delivered McAfee Health Watch Services
3. 80 education vouchers redeemable towards Education Services

McAfee® Essential Success Plan

1. One remotely delivered McAfee Health Watch Service
2. 30 education vouchers redeemable towards Education Services

For additional information about the McAfee Customer Success Plans, please visit us at:

- [McAfee Customer Success Plans](#)
- [McAfee Premier Success Plan](#)
- [McAfee Enhanced Success Plan](#)
- [McAfee Essential Success Plan](#)

Consulting and Education Services options will change from time to time at the discretion of McAfee, and regional availability may vary. As those changes occur, they will be updated in this document.

Your Customer Success Manager (Premier and Enhanced) or Support Account Manager (Essential) will work with you to create a plan and coordinate with McAfee® Customer Success Group (CSG) teams to schedule your Consulting and Education Services.²

1. The Consulting and Education Options are delivered under the terms listed at: <https://www.mcafee.com/us/about/legal/terms-of-service.aspx>.
2. Consulting Service hours may be applied towards other McAfee Consulting Services. Please consult with your Customer Success Manager or Support Account Manager for more information.

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McAfee® Customer Success Plans January 2020

Currently Available McAfee Solution Services, Advanced Cyber Threat Services, and Education Services

McAfee® Consulting Services³

McAfee® Solution Services			
Service Name	Service Description	Available Products	Customer Success Plan
Technical Assessment	The technical assessment focuses on developing a plan and performing the assessment for a single product and includes its related operational and management capabilities. Activities include a discussion of future objectives and a review of the current configuration to identify gaps and misconfigurations and raise awareness of existing features or capabilities that could reduce operational overhead, improve product performance, or mitigate risk. Recommendations will be developed into a roadmap with prioritized, corrective action plans.	<ul style="list-style-type: none"> ▪ McAfee® Endpoint Security ▪ McAfee® ePolicy Orchestrator® ▪ McAfee® Data Loss Prevention Endpoint ▪ McAfee® Network Data Loss Prevention ▪ McAfee® Data Encryption ▪ McAfee® Web Protection ▪ McAfee® Enterprise Security Manager (SIEM) ▪ McAfee® Network Security Platform ▪ McAfee® Database Security ▪ McAfee® Application Control and File Integrity Monitoring 	<p>McAfee Premier Success Plan</p> <p>McAfee Enhanced Success Plan</p>
Upgrade Assessment	The upgrade assessment provides planning assistance to prepare you for upgrading your McAfee security solution. Prerequisites and other dependencies are identified, and you will be provided with an actionable upgrade planning roadmap.	<ul style="list-style-type: none"> ▪ McAfee Endpoint Security ▪ McAfee ePolicy Orchestrator ▪ McAfee® Data Loss Prevention ▪ McAfee Data Encryption ▪ McAfee Web Protection ▪ McAfee Enterprise Security Manager (SIEM) ▪ McAfee Network Security Platform ▪ McAfee Database Security ▪ McAfee Application Control and File Integrity Monitoring 	<p>McAfee Premier Success Plan</p> <p>McAfee Enhanced Success Plan</p>

McAFEE CUSTOMER SUCCESS PLANS JANUARY 2020

Service Name	Service Description	Available Products	Customer Success Plan
Operational Security Assessment	The operational security assessment focuses on a holistic review of the current security architecture and desired state that includes a heat map of current and desired state, gap analysis, and a recommended deployment roadmap.	<ul style="list-style-type: none"> ▪ McAfee ePolicy Orchestrator ▪ McAfee Data Loss Prevention ▪ McAfee Enterprise Security Manager (SIEM) ▪ McAfee Network Security Platform ▪ McAfee® Threat Intelligence Exchange and Data Exchange Layer ▪ McAfee Database Security ▪ McAfee Application Control and File Integrity Monitoring 	McAfee Premier Success Plan
Health Watch	The health watch, delivered by security consultants, ensures your McAfee environment is fully optimized. It provides a comprehensive analysis of your environment that is extracted from an automated diagnostics tool, a summary of maintenance recommendations, a report, and an action plan.	<ul style="list-style-type: none"> ▪ McAfee ePolicy Orchestrator ▪ McAfee Endpoint Security ▪ McAfee® VirusScan® Enterprise ▪ McAfee Network Security Platform 	McAfee Premier Success Plan (remote, four annually) McAfee Enhanced Success Plan (remote, two annually) McAfee Essential Success Plan (remote, one annually)
Optimization	The optimization focuses one week on performing corrective actions documented during a previous Technical Assessment, Upgrade Assessment, or Design Review.		McAfee Premier Success Plan
McAfee® Advanced Cyber Threat Services			
Service Name	Service Description		Customer Success Plan
Incident Response Readiness Review	The one-week incident response readiness review workshop provides expert guidance in building a complete incident response program, evaluates customer incident response processes and infrastructure, and offers best practice guidelines for improvement.		McAfee Premier Success Plan
Data Protection Review	The one-week data protection review workshop includes one-on-one interviews with up to eight key stakeholders and a high-level review of your current policies, directives, risk management program documentation, and information security governance materials. Gain control over sensitive data, reduce the cost of data breaches, and achieve greater visibility into how data is used across your organization.		McAfee Premier Success Plan

3. A Description of Work (DOW) is required for the Consulting Services listed in this table.

McAFEE CUSTOMER SUCCESS PLANS JANUARY 2020

Education Services

Training Method ⁴	Training Description	Available Courses ⁵
eLearning training <ul style="list-style-type: none"> ▪ Access to one eLearning training bundle ▪ Access to one-year eLearning training bundle ▪ Access to the eLearning training bundle with hands-on labs 	<p>Training enables your team members to build their competence, increase their job satisfaction, and add value to your company.</p> <ul style="list-style-type: none"> ▪ Gain knowledge at your desk and on your schedule ▪ McAfee solution training on demand ▪ Self-paced modules available anytime, anywhere ▪ A hands-on lab environment that simulates use of the McAfee products virtually for deeper learning (included with the eLearning training bundle with hands-on labs only) 	For a list of available training courses and vouchers, please visit here .
Guided on-demand training	<p>Comprehensive and focused multimedia training from experienced instructors in a self-paced environment while at your desk, saving time and travel costs.</p> <ul style="list-style-type: none"> ▪ Virtual, on-demand coursework ▪ Full immersive training ▪ Recorded instructor presentation ▪ Use case scenarios from McAfee best practices and experiences ▪ Hands-on lab exercises ▪ Community support ▪ Email access to instructor 	For a list of available training courses and vouchers, please visit here .
Four-day public instructor-led training	<p>Comprehensive and focused in-person training from experienced instructors and connect with other security professionals.</p> <ul style="list-style-type: none"> ▪ Courses are held at a public site or private classes can be arranged at your location ▪ Full immersive training ▪ Network with other cybersecurity industry peers 	For a list of available training courses and vouchers, please visit here .
One-week private instructor-led training	<p>Same as public instructor-led training, except this is a private class for 10 people at one customer site.</p>	For a list of available training courses and vouchers, please visit here .

4. Training method and/or product or security training may vary by region and is subject to availability.

5. Each McAfee Customer Success Plan includes a specific number of vouchers that can be used for a variety of training methods.

About McAfee

McAfee is the device-to-cloud cybersecurity company. Inspired by the power of working together, McAfee creates business and consumer solutions that make our world a safer place. By building solutions that work with other companies' products, McAfee helps businesses orchestrate cyber environments that are truly integrated, where protection, detection, and correction of threats happen simultaneously and collaboratively. By protecting consumers across all their devices, McAfee secures their digital lifestyle at home and away. By working with other security players, McAfee is leading the effort to unite against cybercriminals for the benefit of all.

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JANUARY 2020