

# McAfee Enhanced Success Plan

## Robust and personalized plan with success management, consulting, education, and business reviews

Enterprises struggle with advanced threats, complex layers of security, and lack of cohesive structure as they balance security and business objectives. The McAfee® Enhanced Success Plan, targeted for medium-to-large enterprises, helps you achieve your security objectives. This robust plan provides a strategically packaged set of services designed to help you adopt and consume products, reduce security risks, and maximize investments.

### Your Challenges

Despite constant changes in the security landscape, IT security and security operations leaders must maintain focus on what's most important: managing risk, optimizing their security architecture and strengthening their security posture. Digital transformation is also causing both positive and negative issues. The positive ones are strong and beneficial, but the negative ones, like increasing threats, add greater complexity. With an estimated 25.1 billion connected devices by 2021,<sup>1</sup> threats are increasing daily in sophistication, severity, and volume.

Even with the best intentions, few teams have enough time, talent, or knowledge to stay ahead of changing events and requirements. And skill shortages can reduce security effectiveness and efficiency. By 2022, there will be a 1.8 million deficit in IT/security professionals.<sup>2</sup> This shortage is increasing and will only intensify.

Buying the right tools is only a starting point. Post-sales decisions around design, deployment, maintenance, risk management, escalations, education, and strategy will have a dramatic impact on your security posture. Employee education is critical to your success in using the technology. Companies have reduced infections by 45% to 70% when investing in training and awareness for their employees.<sup>3</sup>

You need to move your technology beyond status quo.

### Your Path to Success

You purchased the product, so now what? Your team may lack the experience, knowledge, strategic understanding, and blueprint to maintain the health of our solutions. We understand that without proper guidance, planning, and tracking, it's not always easy to know which support plan, consulting services, and education services you need in order to achieve success with your McAfee products.

### Key Business Outcomes

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- **Get expert help with product adoption and consumption:** Your assigned CSM helps you plan your security objectives, respond swiftly when critical situations arise, manage your solution health, and ensure solutions are fully optimized.
- **Reduce security risks:** With customized success plans and regular business reviews, McAfee provides a structured approach to help reduce risk, bringing your strategy to life.
- **Derive greater value from investments:** With a variety of McAfee® Education Service options and methods of delivery, build your skills for optimizing your McAfee investment. McAfee® Consulting Services, including McAfee® Health Watch Service, are delivered by professional consultants. This helps keep your systems and processes current, accelerating time to value.

### Connect With Us

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McAfee Enhanced Success Plan eliminates the guesswork and fills in the gaps by providing a best practice blueprint for achieving successful outcomes.

This plan provides a personalized, strategically packaged set of services, resources, and expert guidance to help get you started. The plan includes consulting and education services, personalized success management, business reviews, health watches, and advanced access to technical support. Using industry-standard best practices, we provide expert assistance to help you plan your strategy, adopt and consume your products, reduce your security risks, and derive greater value from your investments.

### Get Expert Help with Product Adoption and Consumption

From the onset, your assigned Customer Success Manager (CSM) brings security domain expertise to ensure you achieve your desired security outcomes by orchestrating your options for short-term and long-term success. Your CSM helps you set clearly defined security objectives and design a tailored success plan, which serves as a blueprint to define, execute, track, and measure your goal progress.

As your single point-of-contact, trusted advisor, and internal advocate at McAfee, your CSM uses rich data and analytics to gain a deep understanding of your environment and help you manage risk, assist you through product adoption, and improve your security posture.

Using advanced tools and proven methodologies, your CSM is dedicated to overseeing your progress and helping you measure it against your strategic plan, providing escalation management when required, and helping you navigate the McAfee ecosystem of products, processes, and solutions. You will receive 25 designated contacts who are authorized to contact the CSM.

The program provides priority access to senior Technical Support Engineers (TSEs). These regional resources closely oversee local escalation and situation management and global consolidation across your business. They also respond to service requests through accelerated Service Level Goals (SLGs).

### Reduce Security Risks

Documented success plans provide a customized analysis of your current McAfee environment and program plan tailored to your security objectives and focus areas. Gaps in people, process, and technology are also identified to help you determine next steps and priorities and manage overall risk.

To help sustain success over time, consistent health monitoring and regular business reviews are led by your CSM. This gives a continual feedback loop to determine where adjustments and refinements need to be made. An update to your product adoption progress and preventative care is provided to improve your implementation health and reduce your security risk.

## Features

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### Personalized Success and Escalation Management

- CSM with domain expertise
- Documented success plans
- Quarterly business reviews

### Consulting and Education Services

- 40 hours of McAfee Consulting Services
- 2 remote McAfee Health Watch Services
- 80 vouchers to use for McAfee Education Services

### Advanced Access

- 24/7 phone support
- Service Request prioritization
- Direct access to TSE experts
- 25 designated contacts

## DATA SHEET

### Derive Greater Value from Investments

Security investments—people, process, and technology—must be cultivated so that they deliver the desired value over time. Your success team helps you make the most of your McAfee Enhanced Success Plan's Education and Consulting Services.

The McAfee Enhanced Success Plan provides vouchers redeemable towards a range of McAfee Education Services to help equip your staff with skills and knowledge so you can maximize the value of your McAfee products. Available options include self-paced, on-demand eLearning, guided on-demand, and classroom-based, instructor-led training. This enables your team to grow their product expertise to successfully install, set up, and deploy McAfee products. Training increases your team's competence, boosts job satisfaction, and helps add company value.

McAfee Consulting Services, delivered by our consultants, can be used flexibly towards your security projects. Choose from a variety of product-based Solution Services to identify and correct potential gaps in your product configuration and performance. Redeem your consulting service hours for packaged services, which include technical assessment, upgrade assessment, and design review or use them towards other Consulting Services.

You'll also receive remotely delivered McAfee Health Watch Services to help ensure the effectiveness of your McAfee solutions. They provide an in-depth diagnostics report, summary of maintenance actions, and actionable recommendations for you to implement.

The results from Consulting Services fully support and drive the success plan managed by your CSM. This lifecycle model enables continuous, incremental, and practical changes that further your security goals.

### Feature Descriptions

A description of the McAfee Enhanced Success Plan features can be found below. Questions about each feature can be addressed with your McAfee sales account manager or partner. Upon purchase, a McAfee Customer Success Plan Handbook will be provided which includes more details about your plan.

- **Accelerated Service Level Goals (SLGs):** The accelerated SLGs define how McAfee determines the business impact of your issues and how we manage them. Review McAfee Service Level Goals [here](#).
- **Business Reviews:** A quarterly business review with your CSM reviews the adoption and health of your McAfee solutions and status of your success plan, performs an analysis of threats in your environment, and helps identify potential opportunities for tuning, training, and performance.

## DATA SHEET

- **Consultants:** The consultants help optimize your solutions and teach you how to apply security policies, controls, and best practices. They serve as an extension of your team and help preempt and prevent security breaches.
- **Consulting Services:** McAfee Consulting Services, delivered by security experts, are designed around all stages of the security lifecycle to help ensure your successful outcomes. They enable you to gain more expertise, improve your efficiency, and strengthen your security posture and cyber resilience. This provides 40 hours of consulting services. Review consulting services options [here](#). McAfee Consulting Services are delivered under the terms [here](#).
- **Customer Success Manager (CSM):** The CSM serves as your McAfee advocate and is responsible for managing product enablement, adoption, and escalation; monitoring and planning the health of your McAfee solutions; defining security objectives through success planning; and leading regular business reviews.
- **Designated Contacts:** You have 25 designated contacts who are authorized to contact the CSM.
- **Education Services:** McAfee Education Services provide product and security training options to help train your staff and ensure they successfully deploy, maintain, and optimize McAfee solutions. Use your 80 education vouchers towards training courses offered through various methods, which include eLearning, guided on-demand, and instructor-led training. Review McAfee Education Services options [here](#). McAfee Education Services are delivered under the terms [here](#).
- **Health Watch Service:** McAfee Health Watch Service provides an in-depth diagnostics report, summary of maintenance actions, and actionable recommendations to help ensure your McAfee environment is fully optimized. Two health watch services will be provided.
- **Service Request (SR) Prioritization:** SR prioritization allows for prioritized access to technical support engineer experts for faster response and resolution of your issues.
- **Success Plan:** The success plan provides an analysis of your current environment and a documented program plan, tailored to your security objectives, to help ensure adoption of your McAfee solutions.
- **Technical Support Engineers (TSEs):** The TSE serves as the main point of contact for all technical support issues with McAfee products. With deep technical expertise, they provide fast, effective support and rapid, remote resolutions.

## DATA SHEET

### About McAfee Customer Success Group

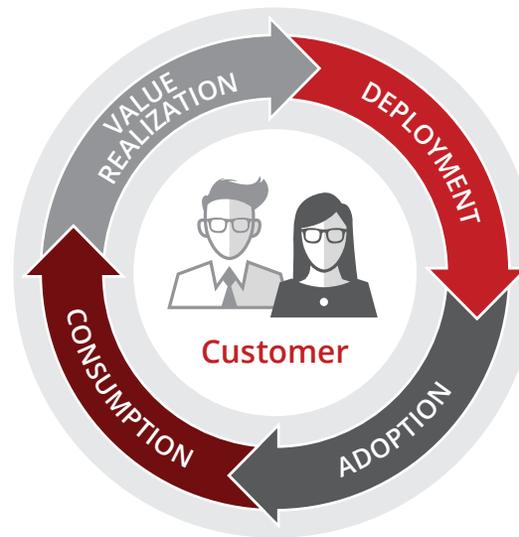
McAfee® Customer Success Group uniquely brings together support, consulting, education, and customer success as “one team” to help you achieve successful business outcomes in all security lifecycle stages.

Our mission is simple: McAfee is committed to help you deploy, adopt, consume, and realize the value of your McAfee solutions and achieve a stronger security posture.

From onsite emergency assistance, deployment, and proactive success management to training, self-help resources, and communities, we deliver the people, processes, and tools through our comprehensive Cybersecurity Services portfolio.

### Learn More

By uniting a global customer success infrastructure that encompasses assigned success management, structured success planning, business reviews, education, expert consulting, and remote health watches, along with priority access to technical experts,



the McAfee Enhanced Success Plan helps you safeguard your organization and realize the value of your security investment.

[Visit us](#) to learn more, or contact your sales account manager or partner.

1. [“Forecast: Internet of Things—Endpoints and Associated Services, Worldwide, 2017”](#) (Gartner, 2017)
2. [“2017 Global Information Security Workforce Study”](#) (Frost & Sullivan, 2017)
3. [“The Last Mile in IT Security: Changing User Behaviors”](#) (Aberdeen Group, 2015)



2821 Mission College Blvd.  
Santa Clara, CA 95054  
888.847.8766  
[www.mcafee.com](http://www.mcafee.com)

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