

# McAfee Premier Success Plan

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

Many organizations struggle with too many choices and not enough structure as they balance security and business objectives. The McAfee® Premier Success Plan, targeted for large-to-global enterprises, produces a new way to help achieve your security objectives beyond status quo. This comprehensive 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 pressure from urgencies, IT security and security operations leaders must maintain a focus on the important: optimizing the security architecture and posture for their environment and minimizing risks. Additionally, digital transformation is 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.

Yet 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 will only intensify.

Buying the right technology is just a starting point. Making post-sales decisions around design, deployment, maintenance, risk management, escalations, and strategy will have a dramatic impact on your security posture, time to value, and value over time. 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 compliance.

### Your Path to Success

You bought the product, so now what? Your team may lack the experience, knowledge, strategic understanding, and blueprint to maintain the health of your McAfee solutions. With so many options to choose from, you may not capture full value from your security investment.

### Key Business Outcomes

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- **Get expert help with product adoption and consumption:** Your assigned and seasoned CSM, ATC, and Cloud ATC, help you plan your security objectives, respond swiftly when critical situations arise, and 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 help keeps your systems and processes current, accelerating time to value.

### Connect With Us

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McAfee Premier Success Plan takes away the guesswork and provides a strategically packaged, personalized set of services, resources, and expert guidance that serve as a blueprint to help you achieve successful outcomes.

This comprehensive roadmap combines consulting and education services with personalized success management, business reviews, health watches, and advanced access to technical support. Using industry-standard best practices, we 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 beginning, your assigned Customer Success Manager (CSM) brings security domain expertise to your program to ensure that you orchestrate all your options for both short-term and long-term success. By creating a clear definition of your security objectives, developing a tailored success plan, and monitoring your needs through a regular cadence of account reviews, the CSM drives your results.

As a coach and trusted advisor, the CSM uses rich data and analytics to help you manage risk and your organization's security posture. Your CSM has the focus, time, and tools to oversee progress of your strategic plans and identify and enable areas of improvement within IT security and security operations. You will receive an unlimited number of designated contacts who are authorized to contact the CSM.

An Assigned Technical Contact (ATC) brings deep product knowledge to the team and works closely with you to gain an intimate understanding of your environment. The ATC works to maintain security health and proactively monitor your technical issues as threats change by offering a holistic view of issues and trends.

By knowing your systems and business, your ATC also helps you plan for product changes, recommend better product utilization, and refine configurations. This advocate maintains a complete view of service requests by surfacing issues, managing escalations, and providing an accelerated path to resolution and ongoing improvements.

Additionally, a Cloud ATC works closely with the CSM and ATC and provides technical expertise for McAfee® MVISION Cloud. The Cloud ATC helps identify knowledge gaps, build required skills through use case scenarios, and drive adoption and utilization. This expert proactively monitors the status of your deployed solutions, makes technical recommendations to help avoid issues, and transfers information to a bi-weekly report so you can take corrective actions.

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).

## Features

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### Personalized Success and Escalation Management

- CSM with domain expertise
- ATC with broad technical knowledge
- Cloud ATC with MVISION Cloud technical expertise
- Documented success plans
- Quarterly business reviews

### Consulting and Education Services

- 160 hours of McAfee Consulting Services
- 4 remote McAfee Health Watch Services
- 280 vouchers for McAfee Education Services
- Unlimited site license to all eLearning training

### Advanced Access

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

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### 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 you 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.

### Derive Greater Value from Investments

Security investments—people, process, and technology—must be nurtured to keep them delivering the desired value. Your success team helps you make the most of your McAfee Premier Success Plan's extensive Education and Consulting Services.

The McAfee Premier Success Plan provides vouchers redeemable toward 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, deploy, and optimize McAfee products and security expertise to build effective security processes and programs. Ongoing training develops competence and confidence and increases job satisfaction and company value.

McAfee Consulting Services, delivered by our consultants, can be used flexibly towards your security projects. Choose from a variety of packaged services. Product-based Solution Services focus on identifying potential gaps in your product configuration and performance and include product design reviews, upgrade assessments, and product optimization. McAfee® Advanced Cyber Threat Services concentrate on building stronger security processes and programs and include incident response and data protection workshops. Apply your consulting hours towards these or other Consulting Services.

You receive McAfee Health Watch Services, remotely delivered by a McAfee consultant, to help ensure the effectiveness and adoption of your McAfee solutions. They provide a detailed diagnostics report, summary of maintenance actions, and actionable recommendations for you to implement.

Going full circle, the findings from Consulting Services feed back into the success plan your CSM, ATC, and Cloud ATC are maintaining on your behalf. This lifecycle model enables continuous, incremental, and practical changes that further your goals. It keeps security and business objectives in balance.

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### Feature Descriptions

A description of McAfee Premier 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](#).
- **Assigned Technical Contact (ATC):** The ATC serves as the expert of your deployed solutions in your environment and coordinates with the TSEs and CSM to proactively monitor technical issues and help avoid them and drive technical recommendations.
- **Business Reviews:** Your CSM performs a quarterly business review to evaluate the adoption and health of your McAfee solutions and status of your success plan, perform an analysis of threats in your environment, and help identify potential opportunities for tuning, training, and performance.
- **Cloud Assigned Technical Contact (ATC):** The Cloud ATC serves as the expert of your MVISION Cloud and coordinates with the TSEs, CSM, and ATC to proactively monitor the status of your solutions. The Cloud ATC identifies knowledge gaps, builds required skills through use case scenarios, drives adoption and utilization, and provides bi-weekly reports.
- **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 160 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.

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- **Designated Contacts:** You have an unlimited number of 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 280 education vouchers towards training courses offered through various methods, which include eLearning, guided on-demand, and instructor-led training. You will also receive an unlimited eLearning site license. 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. Four 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.

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### About McAfee Customer Success Group

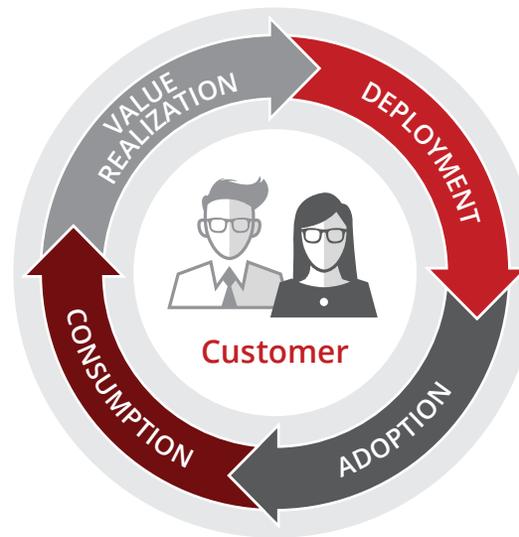
McAfee® Customer Success Group uniquely brings together support, consulting, education, and customer success as “one team” to help you achieve successful business outcomes in all security lifecycle stages.

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

From onsite incident response assistance, deployment services, 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 an assigned success management, structured success planning, business reviews, education, expert consulting, and remote health watches, along with priority access to technical experts,



the McAfee Premier 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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