McAfee™

McAfee Solution Services

Gain a deeper use of your McAfee® products to reach new levels of performance

When you don't have the resources, time, or expertise, we help you effectively integrate your security products and align with your security strategy. Designed for enterprises of all sizes, McAfee® Solution Services help you reach new levels of performance and realize the full value of your solutions.

Challenges Impacting Enterprises

Many companies do not have enough employees, either by shortage or lack of experience, time, or training, to be fully prepared to work the full capabilities of new products and be ready for possible security incidents. In a recent Ponemon study on cyber reliance "having insufficient skilled personnel dedicated to cybersecurity was the second biggest barrier to cyber resilience, with only 29% having the ideal staffing level."[1] If your company has the right experienced and trained resources and processes, your company's security posture can be improved significantly.

The problem extends beyond having significant resources to solve the challenges. The same study notes that the time to resolve an incident has increased to

57%, according to security practitioners.[2] With time-to-resolution increasing, along with lack of resources, the challenge has now intensified.

You need a sufficient number of resources, but you also need to justify costs of security-related hardware, software, and services. With worldwide spending forecasted to reach $133.7 billion in 2022,[3] it is necessary to be able to justify your costs so you can effectively plan, design, and deploy solutions.

McAfee Solution Services, delivered by consultants with product expertise, help you improve your skill sets, drive a deeper and broader use of your McAfee technologies, and improve your cybersecurity posture—no matter what stage your product lifecycle is in.

Key Advantages

- **Extend your expertise:** With the current cybersecurity talent shortage, we deliver the right mix of services and security domain expertise to support your security needs while helping augment your staff and build their knowledge and proficiency.

- **Accelerate your time to value:** Intensifying demands and evolving threats hindering your ability to keep pace, we help you deliver your security projects quicker and more efficiently—helping you save time, lower costs, and reduce risks.

- **Maximize your investment:** With the increase in threats, your ability to defend your investments is reduced. We provide an array of services and capabilities to help you get the most from your products, helping you better prevent and preempt security breaches.

Connect With Us

Differentiation of McAfee Solution Services

McAfee Solution Services help design, deploy, assess, optimize, migrate, and upgrade your security products to align with your strategy. These services—customized for businesses of all sizes, from the simplest to the most complex system requirements—automate your security processes and procedures.

The services are delivered by McAfee security consultants who have collective decades of experience and multiple industry certifications. Their access to McAfee® Engineers, McAfee® Support, McAfee® Labs, and McAfee® Product Management means McAfee consultants leverage a security ecosystem necessary for your success.

Using our proven McAfee Solution Services methodology, we provide a path to help you reach new levels of performance, while driving down risk and cost by automating security processes and progressively enhancing policies and procedures.

McAfee works with your company to design the right solution aligned to your business needs. These services can be purchased in a week, month, or year timeframe.

Extend Your Expertise, Accelerate Your Time-to-Value, and Maximize Your Company's Investment

You do not always have the right talent at the right time. Also, you have difficulty demonstrating successful ROI to senior leaders and find yourself in a reactive security posture when constantly engaged in tactical firefights.

Our consultants, who have unique insights and years of experience, can help you tighten the security of your network and systems. We equip your staff with the knowledge and expertise they need—all while helping you ensure your McAfee products are installed properly, utilized to their fullest extent, and performing in accordance with your overarching security strategy.

We assist you with keeping pace with the intensifying demands and evolving threats. We help deliver your security projects quicker and more efficiently, therefore helping you save time, lower costs, and reduce the risks. This accelerates the time-to-value of your products.

Finally, we help maximize your investment. With the increase in threats, your ability to defend your investments is lowered. We provide an array of services and capabilities to help you get the most from your products, helping you better prevent and preempt security breaches.

Services

- **Data Protection:** Develops data protection policies and procedures to safeguard critical information from device to cloud, with a unified management approach.
- **Endpoint and Server Protection:** Delivers managed endpoint implementation and optimization services for complete protection of your endpoints, for on-premise, remote, or in the cloud.
- **Event Aggregation and Visibility:** Extends and enhances your endpoint and server protection capabilities to quickly view events and attacks in your environment and take action across the whole SecOps product range.
- **Network Protection:** Provides a best practice approach for network protection from network-based events and from web-based attacks.
- **Cloud Protection:** Creates protection and monitoring policies for your data as you host data in the cloud.

McAfee Solution Services Methodology

Step 1: Plan

- Align with business partners
- Define expected outcomes
- Create project timelines
- Validate financial and human costs

Step 2: Develop

- Identify key goals and milestones
- Identify essential personnel
- Map outcomes to product features
- Define testing criteria

Step 3: Do

- Implement solutions
- Realize testing criteria
- Test, pilot, and production deployment
- Knowledge Transfer

Step 4: Evaluate

- Identify additional metrics
- Measure against goals and milestones
- Report on activities
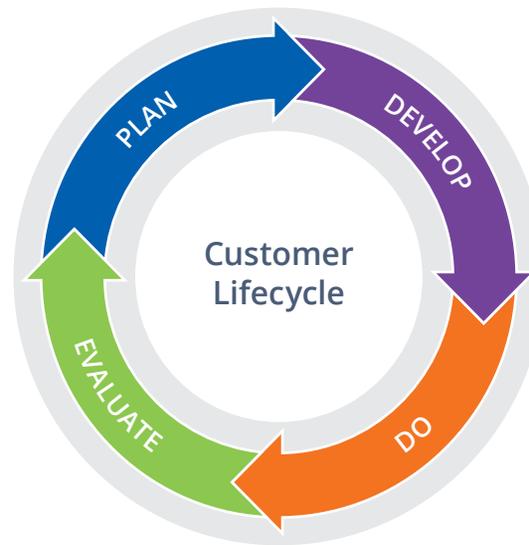- Recognize opportunities for additional optimization

Figure 1. McAfee Solution Services methodology.

Flexible Options Include:

- Services available weekly, monthly, or annually
- Statement of work
- Packaged deployments
- Time and material or a fixed price
- Resident consultant available (one to five years) onsite or dedicated offsite[4]

Experienced Consultant(s) Will:

- Manage large project implementations
- Communicate clearly to executive management
- Coordinate large teams to ensure timely and efficient solutions and responses
- Have insight of both product and assessment security services
- Advise and help set strategic direction for security solutions across the business

## About McAfee Customer Success Group

The McAfee® Customer Success Group (McAfee CSG) is your one-stop shop to achieve successful business objectives in all stages of your security lifecycle.

Our mission is simple: We pledge to help you deploy, adopt, consume, and realize the value of your McAfee solutions, and achieve a stronger security posture. We do this by uniquely integrating support, consulting, education, and customer success under one umbrella.

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

Learn More

McAfee® Consulting Services provides a robust portfolio that helps you safeguard your organization and realize the value of your security investment. To learn more, visit McAfee Consulting Services, McAfee Solution Services, or contact your sales account manager or partner.
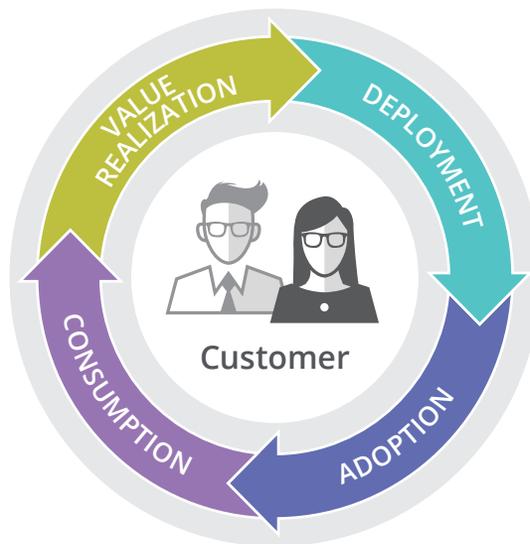
1. The Third Annual Study on the Cyber Resilient Organization (Ponemon)
2. Ibid.
3. Worldwide Semiannual Security Spending Guide (IDC)
4. Resident consultant subject to change.

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