

McAfee Health Watch Service

Frequently Asked Questions

Q: What is the McAfee® Health Watch Service?

A: McAfee Health Watch Service is a low-impact, high-value service to proactively help ensure your McAfee security environment is fully optimized so you can reduce your threat risks, optimize your operations and resources, and better leverage your technology use.

The McAfee Health Watch Service combines domain expertise with a holistic, automated tool to perform an in-depth assessment and analysis of your McAfee environment. Our seasoned subject matter experts (SMEs) have collective decades of real-world experience in multiple industries and use a six-step process to help you build an actionable plan based on findings and recommendations.

For additional information on McAfee Health Watch Service, [click here](#).

Q: What are the key features of the McAfee Health Watch Service?

A: The McAfee Health Watch Service provides the following features:

Initial Onsite Health Check Diagnostic*:

- One-week diagnostic (delivered at your site by a McAfee product consultant)

- McAfee Health Check tool extracts the details of your security environment
- Verbal review of the findings
- Detailed and standard summary report
- 30/60/90-day action plan provides recommended changes and corrective actions

Quarterly Remote McAfee Health Check Diagnostics:

- Three four- to eight-hour follow-up diagnostics (delivered remotely by a product consultant)
- McAfee Health Check tool extracts the details of your environment
- Verbal review of the findings, which includes trends and progress against baseline
- Detailed summary report
- 30/60/90-day action plan provides recommended changes, corrective actions, and progress

* A one-week McAfee Health Check Diagnostic can also be purchased separately.

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CUSTOMER FAQ

Q: How does the McAfee Health Watch Service work?

A: The McAfee Health Watch Service is an annual subscription (valid for one year from date of purchase) that combines an initial one-week, onsite, health check diagnostic of your McAfee® ePolicy Orchestrator® (McAfee® ePO™) software, McAfee® VirusScan® Enterprise, and McAfee® Endpoint Security environments and three ongoing, quarterly remote follow-up health check diagnostics.

Q: What deliverables will you receive with your McAfee Health Watch Service?

A: Here are the key deliverables you can expect with McAfee Health Watch Service:

- Access to a SME who runs an automated tool that extracts data from your McAfee environment
- The SME analyzes the output and helps you understand the findings
- A review of trending data in the portal that compares you with peers in your vertical and company size
- A detailed report that outlines findings and recommendations for changes and actions
- Our SMEs may help you better understand and plan for a migration or consolidation strategy
- A strategic 30/60/90-day action plan is built with step-by-step instructions to remediate the results

- Recommendations on items that include environmental best practices (Microsoft and others) that are targeted towards McAfee products
- An executive stakeholder presentation that includes a status summary of the findings

Q: How does the automated tool work?

A: The automated tool runs on multiple McAfee ePO software environments, with the data pull taking an average of 30 to 60 minutes. It will check for an internet connection, and, if one is available, the data collected will be passed back to McAfee. If there is no internet connection, then the tool will create a local encrypted file that the SME will collect and upload to the tool. It only pulls data when the executable is run. In addition, there is no performance impact when collecting data from the environment.

To activate the tool, the SME will send an email to you with a link to the executable for download. Once the tool is downloaded, the SME will assist you with running the tool. It then runs on a stand-alone executable that is executed within your environment and accesses the McAfee ePO software database. It pulls over 200 items from multiple McAfee ePO software instances within your environment for review. After the tool has completed its run, there is a customer portal where your access will provide you an opportunity to view your past and current results.

CUSTOMER FAQ

Q: Who in McAfee has access to my data?

A: To provide confidentiality, only the McAfee account team will have read-only access to your information contained on the internal portal of the tool. Within the McAfee account team there will be one designated administrator who has access to authorize who can view your information, reports, and more. However, if you want your data to be private and not accessible by the McAfee account team, you can control who accesses your data on the portal.

Q: Why do you need McAfee Health Watch Service?

A: Technology is evolving faster than ever before. Along with all the advantages these advancements offer come increasing complexity and risk for security practitioners. And the number of known and emerging threats per day is staggering. According to McAfee® Labs Threat Report, McAfee® Global Threat Intelligence estimates over 8.8 million new malware samples per day.¹

In addition, security professionals are tasked with managing massive amounts of data and devices. Two thirds of respondents from a global workforce study² indicated that there are not enough personnel to meet the challenges. This causes complexity and loss of productivity.

Finally, 66% of organizations lack the number of experienced professionals needed for today's threat climate.³ Therefore, they are not utilizing technology to its fullest potential. This can cause investments to be impacted.

McAfee Health Watch Service addresses these critical issues by evaluating your McAfee environment and providing a detailed plan to achieve a healthier security posture.

Q: What if my team does not get to implement some of the actionable recommendations after the initial assessment? What happens at the quarterly check-in?

A: The tool will provide trending data. For example, if we run the tool in January and then run it again in the next quarter, it will show if the overall health of the environment has improved or stayed the same. In addition, it will indicate if new issues have occurred.

Q: Who is eligible to purchase McAfee Health Watch Service?

A: McAfee Health Watch Service is available to customers across all enterprises who own the McAfee ePO software and/or McAfee VirusScan Enterprise and/or McAfee Endpoint Security products and need security assistance.

CUSTOMER FAQ

Q: What products are currently supported with McAfee Health Watch Service? Will there be other products supported in the future?

A: The service currently supports McAfee ePO software (versions 4.6, 5.x), SQL, McAfee VirusScan Enterprise, and McAfee Endpoint Security.

We plan to support all McAfee endpoint technologies and remaining McAfee technologies in future releases of this service.

Q: Is this an extension in McAfee ePO software?

A: No. This is a stand-alone executable that is utilized within your environment on a machine that has access to the McAfee ePO software database.

Q: What is the difference between McAfee Health Watch Service and what's included with McAfee® Customer Success Plans?

A: McAfee Health Watch Service is an annual subscription that includes a one-week initial onsite health check diagnostic and three ongoing, quarterly remote health check diagnostic follow-ups. Some of the deliverables contained with McAfee Health Watch Service are included in McAfee Customer Success Plans. For comparison of the available options, please see the chart below, and then contact your McAfee Sales Account Manager to determine which plan is best for you.

McAfee Offering	What it Delivers
McAfee Health Watch Service	One week of an onsite health check diagnostic with comprehensive analysis of your environment, extracted from an automated tool, with report, action plan, and summary Three remote quarterly health check diagnostic checkups with comprehensive analysis of your environment, trends, and progress, with a report, action plan, and summary
McAfee Health Check	One week of an onsite health check with comprehensive analysis of environment, extracted from automated diagnostics tool, with a report, action plan, and summary
McAfee Premier Customer Success Plan	One week of an onsite health check assessment with a standard report, or Architectural assessment for either two or three weeks (your choice)
McAfee Enhanced Customer Success Plan	One week of an onsite health check assessment with a standard report
McAfee Essential Customer Success Plan	Up to eight hours of a remote health check with a light report

CUSTOMER FAQ

Q: Is the initial onsite Health Check Diagnostic available as a stand-alone purchase?

A: Yes. If you choose not to purchase the annual McAfee Health Watch Service, you can opt to purchase the initial one-week, onsite health check diagnostic service.

Q: Is a Statement of Work required when purchasing McAfee Health Watch Service?

A: This is an annual subscription service which does not require a statement of work.

Q: Who can I contact for additional information about McAfee Health Watch Service?

A: Please contact your McAfee Sales Account Manager for a quote or questions you might have.

Learn More

For more information, visit www.mcafee.com.

1. [McAfee Labs Threat Report, December 2018](#)
2. [2017 Global Information Security Workforce Study](#)
3. [Ibid](#)



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