McAfee Gold Technical Support

Trusted Security Advice

Overview

For your business to thrive, your network and systems must stay secure. McAfee®'s Gold Support team delivers the Trusted Security Advice you need to secure systems and networks around the world with comprehensive and proven solutions and services.

Only recently has business availability depended so heavily on proactive risk management and mitigation. If it is your charter to maximize protection, minimize downtime, and solve security problems quickly, our industry-leading software and hardware technical support programs are for you. Preventing problems before they hit you and recovering quickly if they do, are the goals of our proven security technical support programs. Responsive technical support is now a key element of your company's success.

McAfee Gold Technical Support

McAfee Gold Technical Support gives you rapid access to our experienced and highly skilled IT security support staff. Around-the-clock, live telephone support delivers emergency product and security assistance when you need it most.

Along with access to McAfee's award-winning ServicePortal, you receive 24/7/365 access to McAfee's certified technicians via phone and chat, online case creation and management, unlimited product update and upgrade downloading, online tutorials and installation guides, and access to our innovative virtual Global Support Lab.

Immediate Access

→ You get unlimited 24/7/365 access to McAfee's Gold Support staff via phone (toll-free where available), chat, or e-mail

→ Anytime you choose, from anywhere you have Internet Web access, you can create support cases with our award-winning ServicePortal

→ Keep up-to-date on the status of your support cases in real time

→ Our certified Gold security technicians can diagnose and repair your issues by accessing your systems with remote management tools

Global Support Lab

As a Gold Technical Support customer you can troubleshoot, train, test scenarios, and try out the latest security technologies, either onsite or via VPN, in our Global Support Labs.

Trusted Security Advice

→ McAfee Gold technicians are comprehensively trained and certified, including CompTIA, CISSP, Microsoft,® and Cisco

→ Gold technicians are experts in both McAfee solutions and industry security and network technologies

→ Our experts write insightful and useful security newsletters on hot security topics and post them in our ServicePortal

→ We have the highest standards of excellence for our support engineers so that you can enjoy an accountable, responsive, and professional relationship

McAfee's Online ServicePortal

→ Search our comprehensive collection of support tools with 24/7/365 access to our award-winning* ServicePortal at *https://mysupport.nai.com*

→ Find answers in our unmatched wealth of online technical documentation via the KnowledgeBase, product FAQs, white papers, and user guides

→ Stay productive by taking advantage of our product installation guides and video tutorials

→ Easily find and download our daily DATs, signature and agent files, unlimited product updates, and upgrades

→ Create, track, and manage support cases online—an easy-to-use way to monitor the history and progress of support incidents and resolutions

→ Access innovative online tools, such as Am I Up To Date?, Minimum Escalation Requirements (MER), and WebImmune accelerate problem resolution

→ Retrieve the most current information on past and present threats via Security HQ and the virus information library

→ Read and learn from online security alerting services and posted security newsletters

Additional Optional Services

McAfee offers additional á la carte, fee-based options you can add to your Gold Technical Support program. These options include One Day Health Check, McAfee Security Alert Service (MSAS), onsite services (per day), and installation assistance by phone.

McAfee®

Platinum Technical Support

McAfee Platinum Technical Support includes the Gold Technical Support features, plus personalized 24/7/365 proactive support from an assigned Certified Technical Account Manager (TAM) for your business-critical information systems. Your Platinum Support TAM will serve as your Trusted Security Advisor who is familiar with your McAfee deployment and support history, and will proactively contact you as needed to optimize your product performance and maximize your business uptime.

McAfee Platinum Support TAMs help prevent problems before they occur. But if an emergency does strike, our response charters provide you the peace-of-mind that assistance is on the way around the clock. To learn more about McAfee's Platinum Support, please see the McAfee Platinum Technical Support data sheet, or contact your local McAfee or Partner sales representative.

What is included?	Description	Availability
24/7/365 live support	• Toll-free (where available) telephone support • Online chat support • Remote management service • E-mail support, with a twenty-four-hour response charter • Multi-lingual support at no extra charge • Unlimited support incidents • Unlimited support contacts	Included
McAfee customer care ServicePortal	• Open and track technical support cases • Search and view support case history • Search KnowledgeBase and FAQs for technical solutions • View video tutorials detailing How to install/How to use guides for McAfee products • Receive alerts on product patches, product upgrades, and more • Receive proactive e-mail notification on your open cases • Ability to customize user profile and update account information • Innovative, online self-support tools aid in quicker issue resolution (MERTool, AmIUpToDate.com, etc.)	Included
Downloads	• Product updates and upgrades, including new product versions • Daily DATs, signature and agent files, and engine updates • Security patches	Included
Vulnerability notification service	Free access to e-mail vulnerability notification service (contact your support representative on how to activate)	Included

Virus submissions	• Suspected viruses can be sent to WebImmune
	• Realtime analysis of file with three resulting options:
	  • No virus found
	  • Immediate DAT creation (if applicable)
	  • Inconclusive result which will then be escalated to a engineer for additional research
	• Available online, 24/7/365
		Included

In-person visits and/or VPN access to Global Support Lab	Scheduled access to our Global Support Lab to plan product roll-out or testing. McAfee's Global Support Lab offers remote or onsite (in the Plano, Texas, Support Center) connectivity to multiple changeable configurations of McAfee security products for testing, training, and development purposes.	Prioritized for Platinum

Hardware Support for McAfee Products

McAfee Technical Support offers five hardware support programs:

McAfee Tech Support Onsite, Same Business Day

For emergency onsite problem resolution; parts and labor onsite the same business day.

McAfee Tech Support Onsite, Next Business Day

For onsite problem resolution; parts and labor onsite the next business day.

McAfee Tech Support—Return Merchandise Authorization (RMA) Same Business-Day Ship

For rapid repair or replacement of hardware; replacement units and components are sent airfreight overnight.

McAfee Tech Support—Spares Lease/Spares Purchase for McAfee IntruShield® Only

Designed for organizations where RMA Same Business Day Ship does not meet their high-availability needs.

McAfee Tech Support, Parts-Only Service

For locations where onsite service is not available; customer replacement units are sent airfreight overnight.

See the McAfee Hardware Support data sheet or contact your local McAfee or Partner sales representative.

*In December of 2004 McAfee was awarded the *KM World Magazine* Reality Award for 2004. McAfee was honored for leadership and excellence in self-service support.