



SecurityAlliance Technical Support Overview

As an accredited SecurityAlliance partner, you are entitled to various world-class McAfee technical support features, depending on your partner level.

Feature	SecurityAlliance Level		
	Associate	Premier	Elite
24x7 Partner Support Web Portal	Yes	Yes	Yes
Chat Support	Yes	Yes	Yes
KnowledgeBase	Yes	Yes	Yes
Product Documentation	Yes	Yes	Yes
Support Notification Service (SNS)	Yes	Yes	Yes
Global Solutions Lab	Yes	Yes	Yes
24x7x365 Telephone Support		Yes	Yes
Response Charter		Gold	Platinum
Product Updates and Upgrades		Yes	Yes
Product Configuration Videos		Yes	Yes
Platinum Support (for pre-sales support issues)			Yes
Named Support Contacts			5
Assigned Partner Support Account Manager			Yes

SecurityAlliance Support Features

Service Portal — McAfee's Technical Support ServicePortal is a comprehensive, searchable collection of support tools and provides full access to all McAfee support solutions, 24 hours per day. The ServicePortal offers multiple ways to resolve technical issues. Customers can manage all of their service and support needs through mysupport.mcafee.com.

KnowledgeBase — The award-winning McAfee KnowledgeBase is a cornerstone of our web-focused support strategy and is a key technical resource for customers. The KnowledgeBase contains approximately 18,000 articles that are regularly reviewed and updated by a dedicated team of writers and editors to reflect new information and product updates.

McAfee Support Notification Service (SNS) – SNS is a proactive communications offering that allows all Partners and corporate customer contacts to opt-in and receive important information they need to maximize the functionality and protection capabilities of their McAfee products. SNS sends timely information about product updates, patches, EOLs, or high-priority issues to the right corporate contacts via email with no limitation to the number of contacts per account. Subscribers can choose to receive information by product category or by individual product (a selected list of top products).

Global Solutions Lab (GSL) — The GSL gives you rapid access to the latest McAfee products and allows you to actually see these products detect and protect against attacks in real environments that you control. It enables you to easily test the latest product features and to practice upgrades and installations in a safe environment.

24x7 Call Support and Remote Assistance — Partners receive 24x7x365 access to McAfee's certified technicians via email, chat, or phone. Our certified technicians have the ability to diagnose and repair your issues remotely by accessing your systems (with your permission) using our McAfee Support remote management tools. End customer support requires an active McAfee Gold or Platinum support contract.

Response charters

Severity Definitions:

1. Business has stopped
2. Business is severely impeded
3. Business impeded but functioning
4. Business not affected, symptoms exist
5. Request for information

Gold

Severity	Tier I Response	Escalation to Tier II	Escalation to Tier III	Escalation to Development	Status Updates
1	Immediate	30 minutes	30 minutes	4 hours	Continuous phone bridge
2	Immediate	2 hours	2 hours	6 hours	Hourly
3	Immediate	3 days	5 days	5 days	Daily
4	Immediate	10 days	15 days	25 days	Weekly
5	Immediate	15 days	20 days	30 days	Every two weeks

Platinum

Severity	Product Specialist Response	Escalation to Tier III	Tier III Escalation to Dev	Status Updates
1	Immediate	30 minutes	4 hours	Continuous phone bridge
2	Immediate	1 hour	6 hours	Hourly
3	Immediate	5 days	5 days	Daily
4	Immediate	25 days	25 days	Weekly
5	Immediate	30 days	30 days	Every two weeks

Video Tutorials — Partners can view video tutorials in streaming Flash on some of the top technical issues related to McAfee products. Created by expert knowledge analysts, our tutorials are true visual demonstrations of the steps required to resolve complex issues. All necessary mouse clicks and keystrokes are highlighted, and a human voice explains each step for better understanding and faster problem resolution.

Platinum Support – Elite Partners have access to third level Product Specialist support when engaged in a new McAfee business opportunity and need McAfee product support technical assistance to conclude the opportunity.

Assigned Partner Support Account Manager – PSAM Support is available for demonstration related technical support input and/or guidance, to conclude the opportunity. The PSAM is also your portal to enable you to best utilize McAfee Technical Support through best practice, escalation paths and on-line tools.

Usage limitations: Partner Technical Support is not to be used as an alternative or enhancement to customer technical support, and is strictly for partner use as previously described.

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