

# Consulting and Education Services Options

McAfee Enterprise® Customer Success Plan customers are entitled to the following Consulting and Education Services options, depending on their plan.<sup>1</sup>

For additional information about the McAfee Enterprise Customer Success Plans, please visit us at:

## **McAfee Enterprise® Premier Success Plan**

1. 160 hours of Consulting Services from the Solution Services and Advanced Cyber Threat Services menu
2. Four (4) remotely delivered McAfee Enterprise® Health Watch Services
3. 280 education vouchers redeemable towards Education Services
4. Unlimited eLearning site license

## **McAfee Enterprise® Enhanced Success Plan**

1. Forty (40) hours of Consulting Services from the Solution Services menu
2. Two (2) remotely delivered McAfee Enterprise Health Watch Services
3. Eighty (80) education vouchers redeemable towards Education Services

## **McAfee Enterprise® Essential Success Plan**

1. One (1) remotely delivered McAfee Enterprise Health Watch Service
2. Thirty (30) education vouchers redeemable towards Education Services

- [McAfee Enterprise Customer Success Plans](#)
- [McAfee Enterprise Premier Success Plan](#)
- [McAfee Enterprise Enhanced Success Plan](#)
- [McAfee Enterprise Essential Success Plan](#)

Consulting and Education Services options will change from time to time at the discretion of McAfee Enterprise, and regional availability may vary. As those changes occur, they will be updated in this document.

Your Customer Success Manager (Premier and Enhanced Success Plans) will work with you to create a plan and coordinate with McAfee Enterprise® Customer Success Group (CSG) teams to schedule your Consulting and Education Services.<sup>2</sup>

1. The Consulting and Education Options are delivered under the terms listed at: <https://www.McAfee Enterprise.com/us/about/legal/terms-of-service.aspx>.  
2. Consulting Service hours may be applied towards other McAfee Enterprise Consulting Services. Please consult with your Customer Success Manager for more information.

## Currently Available McAfee Enterprise Solution Services, Advanced Cyber Threat Services, and Education Services

### McAfee Enterprise® Consulting Services<sup>3</sup>

Service Name	Service Description	Available Products	Customer Success Plan
<b>Technical Assessment</b>	The technical assessment focuses on developing a plan and performing the assessment for a single product and includes its related operational and management capabilities. Activities include a discussion of future objectives and a review of the current configuration to identify gaps and misconfigurations and raise awareness of existing features or capabilities that could reduce operational overhead, improve product performance, or mitigate risk. Recommendations will be developed into a roadmap with prioritized, corrective action plans.	<ul style="list-style-type: none"> <li>• McAfee® Endpoint Security</li> <li>• McAfee® ePolicy Orchestrator®</li> <li>• McAfee® Data Loss Prevention Endpoint</li> <li>• McAfee® Network Data Loss Prevention</li> <li>• McAfee® Data Encryption</li> <li>• McAfee® Web Protection</li> <li>• McAfee® Enterprise Security Manager (SIEM)</li> <li>• McAfee® Network Security Platform</li> <li>• McAfee® Database Security</li> <li>• McAfee® Application Control and File Integrity Monitoring</li> </ul>	<p>McAfee Enterprise Premier Success Plan</p> <p>McAfee Enterprise Enhanced Success Plan</p>
<b>Upgrade Assessment</b>	The upgrade assessment provides planning assistance to prepare you for upgrading your McAfee Enterprise security solution. Prerequisites and other dependencies are identified, and you will be provided with an actionable upgrade planning roadmap.	<ul style="list-style-type: none"> <li>• McAfee Endpoint Security</li> <li>• McAfee ePolicy Orchestrator</li> <li>• McAfee® Data Loss Prevention</li> <li>• McAfee Data Encryption</li> <li>• McAfee Web Protection</li> <li>• McAfee Enterprise Security Manager (SIEM)</li> <li>• McAfee Network Security Platform</li> <li>• McAfee Database Security</li> <li>• McAfee Application Control and File Integrity Monitoring</li> </ul>	<p>McAfee Enterprise Premier Success Plan</p> <p>McAfee Enterprise Enhanced Success Plan</p>

Service Name	Service Description	Available Products	Customer Success Plan
<b>Operational Security Assessment</b>	The operational security assessment focuses on a holistic review of the current security architecture and desired state that includes a heat map of current and desired state, gap analysis, and a recommended deployment roadmap.	<ul style="list-style-type: none"> <li>McAfee ePolicy Orchestrator</li> <li>McAfee Data Loss Prevention</li> <li>McAfee Enterprise Security Manager (SIEM)</li> <li>McAfee Network Security Platform</li> <li>McAfee® Threat Intelligence Exchange and Data Exchange Layer</li> <li>McAfee Database Security</li> <li>McAfee Application Control and File Integrity Monitoring</li> </ul>	McAfee Enterprise Premier Success Plan
<b>Health Watch</b>	The health watch, delivered by security consultants, ensures your McAfee Enterprise environment is fully optimized. It provides a comprehensive analysis of your environment that is extracted from an automated diagnostics tool, a summary of maintenance recommendations, a report, and an action plan.	<ul style="list-style-type: none"> <li>McAfee ePolicy Orchestrator</li> <li>McAfee Endpoint Security</li> <li>McAfee® VirusScan® Enterprise</li> <li>McAfee Network Security Platform</li> </ul>	<p>McAfee Enterprise Premier Success Plan (remote, four annually)</p> <p>McAfee Enterprise Enhanced Success Plan (remote, two annually)</p> <p>McAfee Enterprise Essential Success Plan (remote, one annually)</p>
<b>Optimization</b>	The optimization focuses one week on performing corrective actions documented during a previous Technical Assessment, Upgrade Assessment, or Design Review.		McAfee Enterprise Premier Success Plan
<b>McAfee Enterprise® Advanced Cyber Threat Services</b>			
Service Name	Service Description		Customer Success Plan
<b>Incident Response Readiness Review</b>	The one-week incident response readiness review workshop provides expert guidance in building a complete incident response program, evaluates customer incident response processes and infrastructure, and offers best practice guidelines for improvement.		McAfee Enterprise Premier Success Plan
<b>Data Protection Review</b>	The one-week data protection review workshop includes one-on-one interviews with up to eight key stakeholders and a high-level review of your current policies, directives, risk management program documentation, and information security governance materials. Gain control over sensitive data, reduce the cost of data breaches, and achieve greater visibility into how data is used across your organization.		McAfee Enterprise Premier Success Plan

3. A Description of Work (DOW) is required for the Consulting Services listed in this table.

## Education Services

Training Method <sup>4</sup>	Training Description	Available Courses <sup>5</sup>
<ul style="list-style-type: none"><li>• <b>eLearning training</b></li><li>• Access to one eLearning training bundle</li><li>• Access to one-year eLearning training bundle</li><li>• Access to the eLearning training bundle with hands-on labs</li></ul>	<p>Training enables your team members to build their competence, increase their job satisfaction, and add value to your company.</p> <ul style="list-style-type: none"><li>• Gain knowledge at your desk and on your schedule</li><li>• McAfee Enterprise solution training on demand</li><li>• Self-paced modules available anytime, anywhere</li><li>• A hands-on lab environment that simulates use of the McAfee Enterprise products virtually for deeper learning (included with the eLearning training bundle with hands-on labs only)</li></ul>	<p>For a list of available training courses and vouchers, please visit <a href="#">here</a>.</p>
<b>Guided on-demand training</b>	<p>Comprehensive and focused multimedia training from experienced instructors in a self-paced environment while at your desk, saving time and travel costs.</p> <ul style="list-style-type: none"><li>• Virtual, on-demand coursework</li><li>• Full immersive training</li><li>• Recorded instructor presentation</li><li>• Use case scenarios from McAfee Enterprise best practices and experiences</li><li>• Hands-on lab exercises</li><li>• Community support</li><li>• Email access to instructor</li></ul>	<p>For a list of available training courses and vouchers, please visit <a href="#">here</a>.</p>
<b>Four-day public instructor-led training</b>	<p>Comprehensive and focused in-person training from experienced instructors and connect with other security professionals.</p> <ul style="list-style-type: none"><li>• Courses are held at a public site or private classes can be arranged at your location</li><li>• Full immersive training</li><li>• Network with other cybersecurity industry peers</li></ul>	<p>For a list of available training courses and vouchers, please visit <a href="#">here</a>.</p>
<b>One-week private instructor-led training</b>	<p>Same as public instructor-led training, except this is a private class for 10 people at one customer site.</p>	<p>For a list of available training courses and vouchers, please visit <a href="#">here</a>.</p>

4. Training method and/or product or security training may vary by region and is subject to availability.

5. Each McAfee Enterprise Customer Success Plan includes a specific number of vouchers that can be used for a variety of training methods.

## About McAfee Enterprise

McAfee Enterprise is the device-to-cloud cybersecurity company. Inspired by the power of working together, McAfee Enterprise creates business and consumer solutions that make our world a safer place. By building solutions that work with other companies' products, McAfee Enterprise helps businesses orchestrate cyber environments that are truly integrated, where protection, detection, and correction of threats happen simultaneously and collaboratively. By protecting consumers across all their devices, McAfee Enterprise secures their digital lifestyle at home and away. By working with other security players, McAfee Enterprise is leading the effort to unite against cybercriminals for the benefit of all.

[www.mcafee.com](http://www.mcafee.com)

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