

# McAfee Essential Success Plan

## Frequently Asked Questions

**Q: What is the McAfee® Essential Success Plan?**

**A:** The McAfee Essential Success Plan, part of the McAfee® [Customer Success Plans](#) portfolio, is a strategically packaged set of personalized services, resources, and expert guidance designed to increase product adoption, reduce security risks, and maximize the value of your McAfee investments.

This lighter plan, targeted for medium-size businesses, is led by a Support Account Manager (SAM) and provides escalation management, McAfee® Consulting and Education Services, documented Success Plans, McAfee® Health Watch Service, and Business Reviews. For additional information, see the McAfee Essential Success Plan [data sheet](#) and review the available [Consulting and Education Services Options](#).

**Q: What are the key features of the McAfee Essential Success Plan entitlement?**

**A:** The key features of the McAfee Essential Success Plan revolve around several critical components: escalation management, consulting services, education services, and service request prioritization:

### Escalation Management

- **Support Account Manager:** Your assigned SAM provides personalized management and ensures that McAfee technical resources are engaged, aligned, and responding. The SAM develops a relationship with your team, serving as your main point of contact for technical escalation and critical issues.
- **Semi-annual business reviews:** The SAM conducts semi-annual business reviews to review the adoption and health of your McAfee solutions.

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## CUSTOMER FAQ

**Consulting and Education Services** (For the most current, detailed descriptions of each, refer to the [Consulting and Education Services Options](#).)

- **Consulting Services:** Remotely delivered by a McAfee consultant, the annual McAfee Health Watch Service provides a detailed and in-depth diagnostics report, summary of maintenance actions, and actionable security and optimization recommendations to help ensure the effectiveness of your McAfee solutions.
- **Education Services:** These services provide product and security training options to enhance your security personnel's knowledge of your McAfee products. Use your 30 vouchers with a flexible menu of options from either instructor-led, guided on-demand, or eLearning training.

### Advanced Access

- **24/7 Support:** 24/7 phone support is provided with remote desktop control and includes automatic diagnostic and remediation tools, access to the McAfee® Premier Success portal, and the Support Notification Service.
- **Service Request Prioritization:** This provides prioritized access to our most senior technical experts for faster response and resolution of your issues.
- **Designated Contacts:** There are 15 designated contacts who are authorized to contact the CSM.

**Q: What are the benefits of the McAfee Essential Success Plan?**

**A: Get expert assistance with product adoption and consumption:** Your SAM manages technical escalations and critical situations and ensures that the McAfee technical resources are engaged, aligned, and responding. This expert provides an accelerated path to help you achieve product adoption, consumption, and optimization.

**Reduce security risks:** Orchestrated escalation management helps you manage your risk and security posture. If risks arise, they are proactively identified and accelerated with assistance from your SAM. Business reviews assess the adoption and health of your solutions and analyze threats in your environment.

**Derive greater value from investments:**

Education Services build your skills for optimizing your solutions, and Consulting and a Health Watch Service use best practice methodologies to help keep your systems and processes current.

**Q: Why purchase the McAfee Essential Success Plan?**

**A:** The McAfee Essential Success Plan focuses on helping you derive the full value from your investments in McAfee solutions, optimize your security operations, and improve your overall security posture. McAfee has skilled experts orchestrated throughout your product lifecycle.

## CUSTOMER FAQ

**Q:** What is the difference between the McAfee Essential Success Plan, McAfee® Enhanced Success Plan, and McAfee® Premier Success Plan packages?

**A:** Each unique success plan offers:

Feature	McAfee Essential Success Plan	McAfee Enhanced Success Plan	McAfee Premier Success Plan
Success management		Customer Success Manager	Customer Success Manager
Escalation management	Support Account Manager	Customer Success Manager	Assigned Technical Contact
Cloud management	Add-on option	Add-on option	Cloud Assigned Technical Contact
Business reviews	Semi-annual	Quarterly	Quarterly
Education Services	30 education vouchers	80 education vouchers	280 education vouchers Unlimited site license to all eLearning training
Consulting Services	1 Health Watch Service (remotely delivered)	40 hours 2 Health Watch Services (remotely delivered)	160 hours 4 Health Watch Services (remotely delivered)
Designated contacts	15	25	Unlimited

**Q:** Where can I find more details about the McAfee Customer Success Plan features?

**A:** Questions about each feature can be addressed with your McAfee sales account manager or partner. Upon purchase, a McAfee Customer Success Plan Handbook will be provided which includes more details.

**Q:** Who is eligible for purchasing the McAfee Essential Success Plan?

**A:** Any McAfee customer who is current on their business support entitlement is eligible to purchase the McAfee Essential Success Plan.

## CUSTOMER FAQ

**Q: I currently have a McAfee Premium Support entitlement. Do I have to wait until my renewal to uplift?**

**A:** No. You do not have to wait until your renewal. If you are interested in upgrading to the McAfee Essential Success Plan before your next renewal, please contact your McAfee Sales Account Manager or McAfee Channel Partner.

**Q: Am I entitled to receive the McAfee Essential Success Plan benefits for every 12-month period purchased?**

**A:** If you purchase multiple years, you will get these benefits for every 12-month period. McAfee Essential Success Plan benefits do not roll over to the following year if the entitlement has period has ended. All McAfee Essential Success Plan features must be consumed within the entitlement period.

**Q: Have the McAfee Premium Support offerings changed?**

**A:** The legacy McAfee Premium Support offerings have been retired.

**Q: Whom can I contact for additional information on the McAfee Essential Success Plan?**

**A:** Please contact your account representative, Sales Account Manager, or a McAfee Channel Partner for a quote. [Learn more.](#)



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