



Protect what you value.

# McAfee Gold Technical Support

## 24/7 support from skilled technicians to ensure you're covered

### Overview

For your business to thrive, your network and systems must stay secure. The McAfee® Gold Technical Support team delivers the trusted security advice you need to secure systems and networks around the world with comprehensive and proven solutions and services.

Business availability depends 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. Proactive 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 Technical Support ServicePortal, you receive 24/7/365 access to McAfee's certified technicians via phone and chat, online case creation and management, unlimited hardware and software updates and upgrades, online tutorials and installation guides, and access to our innovative evaluation environments using the McAfee Global Solutions Lab (GSL).

### Rapid Access

- Get unlimited access to McAfee's Gold Technical Support staff via phone (toll-free where available), chat, or email.
- McAfee's Technical Support ServicePortal gives customers quick and easy access to comprehensive KnowledgeBase articles, video tutorials, evaluation environments, and online case submission.

- Keep up to date on the status of your support cases in real time.
- Our certified Gold Technical Support technicians have the ability to diagnose and repair your issues by accessing your systems using our McAfee Support remote management tools.

### Evaluation Environments

As a Gold Technical Support customer, you can have access to McAfee's online Global Solutions Lab, where users can evaluate McAfee products, and test the deployment or upgrading of McAfee's latest security technologies.

### Trusted Security Advice

- McAfee Gold technicians are comprehensively trained and certified, including CompTIA, CISSP, Microsoft®, and Cisco certifications.
- Gold technicians are experts in McAfee solutions, industry security, and network technologies.
- Our experts write insightful and useful security newsletters on hot security topics and post them in our Technical Support 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 Technical Support ServicePortal

- Search our comprehensive collection of support tools with 24/7/365 access to the Technical Support ServicePortal at <https://mysupport.mcafee.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.

## Data Sheet | McAfee Technical Support

- Get automatic downloads of 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 McAfee Virtual Technician (MVT), our online diagnostic and repair tool

which has been shown to solve almost 50 percent of customers' issues. Other online tools such as the Minimum Escalation Requirements Tool (MERTool) and WebImmune help accelerate problem resolution.

- Retrieve the most current information on past and present threats via the McAfee Threat Center and the virus information library. Read and learn from online security alerting services and posted security newsletters.

What Is Included?	Description	Availability
<b>24/7/365 live support</b>	<ul style="list-style-type: none"> <li>• Toll-free (where available) telephone support</li> <li>• Online chat support</li> <li>• Remote management service</li> <li>• Email support, with a 24-hour response charter</li> <li>• Multi-lingual support at no extra charge</li> <li>• Unlimited support incidents</li> <li>• Unlimited support contacts</li> </ul>	Included
<b>Online Technical Support ServicePortal</b>	<p>Award-winning one-stop shop for Technical Support assistance (<a href="https://mysupport.mcafee.com">https://mysupport.mcafee.com</a>)</p> <ul style="list-style-type: none"> <li>• Open and track technical support cases and case history</li> <li>• Search KnowledgeBase and FAQs for technical solutions</li> <li>• Receive alerts on product patches, product upgrades, and more</li> <li>• Receive proactive email notification on your open cases</li> <li>• Ability to customize user profile and update account information</li> <li>• Online tools to aid in quicker issue resolution</li> </ul>	Included
<b>Downloads</b>	<ul style="list-style-type: none"> <li>• Product updates and upgrades, including new product versions</li> <li>• Daily DATs, signature and agent files, and engine updates</li> <li>• Security patches</li> </ul>	Included
<b>Malware submissions (anti-virus only)</b>	<ul style="list-style-type: none"> <li>• Malware analysis service through McAfee WebImmune</li> <li>• Real-time analysis of file with three resulting options: <ul style="list-style-type: none"> <li>◦ No virus found</li> <li>◦ Immediate DAT creation (if applicable)</li> <li>◦ Inconclusive result which will then be escalated to an engineer for additional research</li> </ul> </li> <li>• Available online, 24/7/365</li> </ul>	Included
<b>Access to the McAfee Global Solutions Lab (GSL)</b>	<ul style="list-style-type: none"> <li>• Scheduled access to our Global Solutions Lab (GSL) to plan product roll-out or testing</li> <li>• GSL provides access to McAfee's products anywhere in the world and is available via remote connection or onsite (Plano, TX, USA)</li> <li>• Connectivity to multiple, changeable configurations of McAfee products for testing, training, and evaluating</li> <li>• Secure Internet connectivity provides access to your lab environment without having to purchase or transport products to your facilities</li> <li>• Available 24 hours a day, 7 days a week</li> </ul>	Included

## Additional Optional Services

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

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