



Protect what you value.

Beware of vendors are offering lower cost security solutions; make sure you are not compromising your security.

With company's dependant on their IT infrastructures, it is vitally important you can rely on the security of your infrastructure, so you can concentrate on running your business. These lower cost options promoted by other vendors do not provide the level of protection or support provided as standard by McAfee.



IDC's *Software Support Services: Customer Satisfaction Trends and Top Industry Performers** named McAfee, a leading security software vendor, as a top support services provider. The survey contained software vendors including CA and Symantec.

McAfee in Top Five for Support Satisfaction*

While the number of respondents prevented an individual ranking of vendors IDC was able to identify the top **five performers for customer satisfaction**. Adobe, HP, IBM, **McAfee** and Microsoft.

*Source: IDC Survey, *Top Performers in Software Support Services*, Doc#211052, Mar 2008
http://www.mcafee.com/us/local_content/reports/top_performers_software_support.pdf

In a separate independent survey customers in North America with both McAfee and Symantec were surveyed after contacting technical support and asked to compare their support experience. Of those customers who expressed a preference **four out of five said McAfee's support was better than Symantec's**.

Rapid assistance when you need it with McAfee

Example

An issue occurs at 7pm on a Friday night

1 Business Hour	30 Minutes	5 Minutes	Severity 1	Response Targets	} A Symantec technician might not contact you till the following Tuesday or longer if it is a holiday weekend.
4 Business Hours	2 Hours		Severity 2		
Next Business Day	Same time next Business Day		Severity 3		
Two Business Days	Next Business Day		Severity 4		
2 Contacts	6 Contacts	Unlimited Contacts		Access	} Customer needs to hope that one of his Symantec contacts is in the office at the time of the issue
8am-6pm	24 x 7	24 x 7		Availability	} As McAfee takes our customers business seriously we provide 24 x 7 access as standard
Symantec Basic Maintenance Support	Symantec Essential Support	McAfee Gold Support			

Symantec Business Critical customers pay big \$\$\$ to jump the queue leaving normal customers waiting

McAfee has separate experts for our premium support offerings so we don't penalize our Gold Customers