

McAfee Customer Support: The Critical Difference

Beware of low-cost support solutions that can compromise your security

Support and customer service are important components of any enterprise software purchase. But when it comes to your security vendor, support is more than important—it's *critical*. Make sure your security vendor doesn't skimp on support and leave your business vulnerable.

According to IDC, McAfee is ranked as one of the top support providers. We're known for truly exceptional customer service, support, and responsiveness. That level of service may not seem necessary—until you need it. And when you do need support, waiting on your security vendor is not a pleasant option. Security is so critical to the normal operation of all aspects of your business that any incident must be addressed without delay. That's the McAfee difference.

Are Low-Cost Support Solutions Worth the Risk?

Low-cost options promoted by other security vendors are low cost for a reason. With Symantec, for example, Basic Maintenance Support includes a one-hour response rate on severity one issues but as long as four business days for severity four issues. By contrast, with McAfee Gold Support any issue—from severity one to severity four—will generate an immediate response within 5 minutes. Period.

How might that play out in a real-world situation? Let's say you discover a security issue at 7 p.m. on a Friday night. And let's assume that one of the limited number of employees with permission to contact Symantec support happens to be available to call it in. With Symantec support, you could be waiting until Tuesday to hear back (or longer, if it's a holiday weekend). With McAfee Gold Support, any of your employees can report the incident and work directly with McAfee support, and they'll be speaking with a qualified service rep within five minutes.

And McAfee Gold Support is not a limited offering. It's our standard support that we offer *all* of our customers. We believe in doing whatever it takes to help you keep your business running.

So when you're looking at a security solution, look at the whole package. Customer support that leaves you hanging when you need it most is like having no security at all.



According to IDC, McAfee is a Top Provider of Software Services

Independent analyst IDC named McAfee one of the top five companies for support services in a survey of enterprise software vendors.

The top five vendors include:

- Adobe
- HP
- IBM
- McAfee
- Microsoft

Among the vendors included in the survey that did not score in the top five were CA and Symantec.

* Source: IDC, "Top Performers in Software Support Services (Excerpt from IDC #211052)," February 2008, www.mcafee.com/us/local_content/reports/top_performers_software_support.pdf

1 Business Hour	30 Minutes	5 Minutes	Severity 1
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
8am-6pm	24 x 7	24 x 7	Availability
Symantec Basic Maintenance Support	Symantec Essential Support	McAfee Gold Support	

McAfee Gold Support offers 24/7 access to an unlimited set of contacts with a five-minute response. Symantec doesn't even offer this level of support—at any price.

