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McAfee Deployment Assistance Program

Deployment Assistance Program

- DAP is.....

- A Key Differentiator of McAfee, a revolutionary program for customers and partners, to ensure successful deployment of McAfee products.
- Free deployment assistance and technical support available for McAfee Intrushield, Secure Content Management (SCM), HIPS and Foundstone appliance.
- To be used in both **Pre-Sales Evaluation** and **Post-Sales Deployment** environments.

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Deployment Assistance Program (DAP)

Helps you quickly and easily deploy McAfee Security Appliances

- **Remote installation assistance**

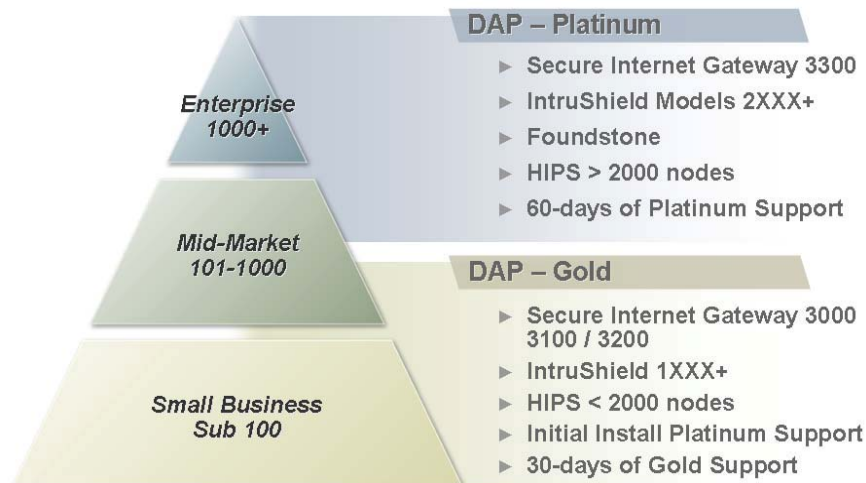
- Aids with configuration for successful installation on your network
- Platinum Support specialists provide you expert guidance
- 24 x 7 post implementation Support

- **Improved deployment process**

- Shortens time to implement
- Increases use of “Best Practices”
- Simplifies technical complexities
- Faster return on investment

- **Greater satisfaction**

- Correct installation upfront means fewer complications later



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Deployment Assistance Program

SCM Models 3300 / 3400, IntruShield Models 2XXX+, Foundstone

- **An Assigned Technical Account Manager (TAM) for 60 days**
 - Technical expertise and knowledge of your environment
 - Always Available, Responsive support - 24/7/365
- **A Security Certified Professional**
 - CompTia, CISSP & other security certifications - Understands your security issues
- **Proactive Support**
 - Weekly status updates and activity reporting
 - McAfee Security Alerting Service (MSAS) - Proactive Alert Notification Service

SCM Models 3100 / 3200, IntruShield 1XXX+ **

- **TAM Support for Initial Installation**
- **Gold Support for 30-days**
 - 24/7 Live Telephone and Live Chat Support
 - McAfee award-winning ServicePortal
 - Access to Software Updates, Upgrades & DAT files

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**Exceptions based on business justification

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DAP Guidelines

- For Post Sales – position Expert Services
 - When services is not quoted Support will be inclined to reject the DAP request.
- Discourage direct DAPs.
 - *Why ? Assist Security Alliance partners to enable them further with implementation skills and techniques which will be under the supervision of McAfee Support*
- Implementation times during business hours.
 - *Set the expectation that the DAP TAM will be available to perform/assist the implementation during business hours.*
- DAP should not be a reaction to an unfavorable support incident.
 - *All DAP requests that have been submitted due to negative support incident are inclined to be rejected. Submit a post sales escalation for this.*
- Mandatory Network Diagram will need to be email for each DAP.



DAP

- Where do I find out the DAP status?
- Where do I find more information (Datasheet, FAQ's, Process, etc)?

<http://serviceweb/dap/default.aspx>

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