McAfee
Together is power.

McAfee Health Watch Service

Optimize your McAfee environment to achieve a healthy security posture

Optimizing your operational security environment requires a big investment of time and resources and demands greater visibility into the configurations of your technologies. McAfee® Health Watch Service is a low-impact, high-value service to proactively help ensure your McAfee security environment is fully optimized so you can reduce your threat risks, optimize your operations and resources, and better leverage your technology use.

Challenges Impacting Enterprises

Security technology and risks are ever-evolving, and the velocity of new threats is moving faster than ever before. Along with all the advantages these security advancements bring, come increasing complexity and operational challenges for security practitioners. The number of known and emerging threats per day is staggering. According to McAfee® Labs Threat Report, McAfee® Global Threats estimates over 8.8 million new malware samples per day.[1] In addition to threat monitoring, security professionals are also tasked with managing massive volumes of data and thousands of devices. Migration to the cloud has eliminated the network perimeter and created a whole new set of security issues. And, mobility users now have the expectation to be able to work anywhere, anytime, and from any device. This just adds more security oversight for corporations.

As products are added to your security infrastructure, your McAfee® ePolicy Orchestrator® (McAfee ePO™) software, McAfee® VirusScan® Enterprise, and McAfee® Endpoint Security environments often go unmanaged due to a shortage of skilled IT staff and time or lack of product training. With two thirds of respondents to a global information security workforce study[2] indicating that there are not enough personnel in their organizations to meet the challenges they face, this is causing complexity and loss of productivity. And, with 66% of organizations lacking the number of experienced cybersecurity professionals needed for today's threat climate,[3] organizations are not utilizing technology to its fullest potential. This can cause investments to be impacted.

Key Business Outcomes

- **Lower your risks and vulnerabilities:** McAfee Health Watch Service performs an in-depth, expert data collection and analysis of your McAfee environment. This includes a step-by-step action plan to properly configure and correct issues to ensure maximum performance. The analysis provides insights on current configurations against all McAfee customers, your industry, and customers of your size, improving your visibility and security posture.

Connect With Us

McAfee Health Watch Service is an annual subscription package that helps ensure your operational environment, with McAfee ePO management platform at the core, is fully optimized, running efficiently, and providing complete coverage against today's increasing volume of known and emerging threats. This service combines domain expertise with a holistic, automated tool to perform an in-depth diagnostic and analysis of your McAfee ePO/McAfee VirusScan/McAfee Endpoint Security environments.

Make the Shift from Reactive to Proactive

The McAfee Health Watch Service, performed by our seasoned subject matter experts (SMEs), combines their deep product expertise and operational best practices experience into a single analysis and recommendation engine. They proactively analyze the McAfee environments and build a step-by-step action plan to help improve your security posture.

This annual service, delivered using a six-step process, includes an initial, one-week health check diagnostic and three quarterly, subsequent health check diagnostics. During the initial health check diagnostic our SMEs come on site and perform a thorough analysis to establish a baseline of your environment. After the initial onsite diagnostic, our SMEs remotely deliver three quarterly health check diagnostics to review the progress and trends against the baseline assessment.

Each health check diagnostic undertakes operational discovery to determine if products, policies, and processes are running efficiently and effectively. It also includes planning for McAfee upgrades (major versions) and addressing additional product extensions. McAfee experts use a well-validated automated tool that identifies product-related issues, misconfigurations, or gaps in the operational environment.

Using the tool's output, the SMEs then develop a 30/60/90-day action plan with step-by-step instructions of immediate fixes while taking into consideration your longer-term strategic plan. This also serves as a roadmap to help you understand where resources should be focused. It allows you to take advantage of new features (consolidated or virtualized), accommodate additional products, and prepare for cloud migration. In summary, we make it easy to help shift your focus to a more proactive one, thus boosting your defense against mounting threats, improving efficiency, and maximizing technology.

Reduce Your Threat Risks, Optimize Your Operations and Resources, and Better Leverage Your Use of Technology

McAfee Health Watch Service addresses your challenges. It helps operations become more streamlined and employees become more efficient.

First, this service optimizes your McAfee environment to achieve a healthy security posture. It reduces your threat of risks with a step-by-step plan to provide oversight and achieve a healthier and stronger protection footprint. The action plan details ways to properly configure and correct issues and identify top items that need to be addressed.

Key Business Outcomes (continued)

- **Optimize your operations and resources:** McAfee Health Watch Service helps ensure your operational environment— with McAfee ePO management platform at the core—is running efficiently, able to take advantage of new features, (consolidated or virtualized), extended to accommodate additional products, and prepare for cloud migration, thus optimizing your McAfee technologies. We help ensure that your systems are running optimally and your resources are aligned.

- **Maximize your use of technology:** McAfee Health Watch Service, delivered by subject matter experts, provides a blueprint for optimizing your McAfee environment with best practices recommendations for product tuning, operational configuration, new feature implementations, end-of-life transitions, and integration issues. This drives knowledge transfer to help you maximize the use of your McAfee technology.

Second, we provide subject matter expertise for operations oversight, security monitoring, and knowledge transfer. This helps ensure that your McAfee systems are running optimally and also helps you understand where your resources should be focused and aligned.

Finally, since your technology may not be currently used to its fullest extent, we perform an operational discovery to determine if your products and processes are running efficiently. The bottom line is that this helps you get better leverage and maximize your technology investments.

The Six-Step McAfee Health Watch Service Process

Throughout the annual McAfee Health Watch Service, our SMEs follow this repeatable six-step process to deliver a successful McAfee Health Watch Service:

Step 1. Extract

- Runs the automated Health Check tool to establish a baseline of your software environment
- Extracts information from your systems

Step 2: Analyze

- Analyzes information for issues, checks configuration, and assesses operations

Step 3: Review

- Using the analysis, findings are reviewed with you by our SMEs
- Includes top recommendation, best practices, configurations, and more

Step 4: Plan

- Creates actionable plan and roadmap of product integration, configuration, and other changes

Step 5: Report

- Provides summary report of critical action items, tasks, and actions

Step 6: Act

- You work on your 30/60/90-day action plan

Features

Initial Onsite Health Check Diagnostic*:
- One-week diagnostic (delivered at your site by a SME)
- Health Check tool extracts the details of your security environment
- Verbal review of the findings
- Detailed summary report
- 30/60/90-day action plan provides recommended changes and corrective actions

Quarterly Remote Health Check Diagnostics:
- Three four- to eight-hour follow-up diagnostics (delivered remotely by a product consultant)
- Health Check tool extracts the details of your environment
- Presentation and verbal overview of the findings, which includes trends and progress against baseline
- Detailed summary report
- 30/60/90-day action plan provides recommended changes, corrective actions and progress

* A one-week Health Check Diagnostic can also be purchased separately.

About McAfee Customer Success Group

The McAfee® Customer Success Group unites services, support, and training to help your business realize long-term security success.

Our mission is simple: we are dedicated to helping you successfully deploy and use McAfee solutions, manage your operational risk, and see a sustained value over time.

From deployment services and proactive account management to self-help resources, communities, and on-call expert assistance, McAfee Customer Success Group delivers the people, processes, tools, and technology to ensure that you achieve the security outcomes you want.

Learn More

McAfee® Professional Services provide a robust portfolio that helps you safeguard your organization and realize the value of your security investment. To learn more, visit McAfee Professional Services or contact your sales account manager or partner.
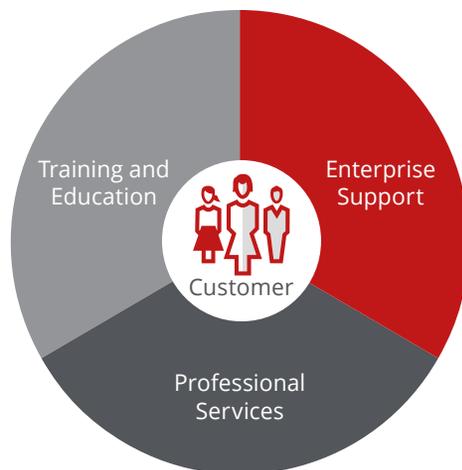
1. McAfee Labs Threat Report, December 2018
2. 2017 Global Information Security Workforce Study
3. Ibid.