McAfee®

McAfee SaaS Email Protection

Customer Frequently Asked Questions (FAQs)

Why is McAfee changing their product offering?

What are the old and new product names?

When is this effective?

Are the products comparable?

How does the pricing of the new service compare to the existing product?

How does one migrate?

Will migration require customer involvement?

Will users know that the service was migrated?

What if a customer doesn't want to migrate?

Q: Why is McAfee changing their product offering?

A: McAfee recently acquired MX Logic, a leading provider of email and web Software-as-a-Service security solutions. With the MX Logic acquisition, we now have an email solution we can offer at a lower price with increased functionality and compatibility with the rest of the MX Logic portfolio of solutions.

Q: What are the old and new product names?

A: The old service that is being discontinued was called McAfee Email Security Service (formerly Secure Messaging Service). The new offering based on the MX Logic acquisition will be called McAfee SaaS Email Protection.

Q: When is this effective?

A: The acquisition of MX Logic closed on September 1, 2009.

- **For New Customers:** As October 12, 2009, McAfee is no longer accepting orders for the current Email Security Service. Instead, new customers will be able to order McAfee SaaS Email Protection.

- **For Existing Email Security Service Customers:** Existing customers will be asked to migrate from the current Email Security Service to the new McAfee SaaS Email Protection within 30 days of their expiration date (for example, customers expiring in December 2009 will be asked to migrate during November 2009) in order to ensure that their service is not interrupted.

  All existing customers must migrate to the new McAfee SaaS Email Protection service by June 30, 2010

Q: Are the products comparable?

A: The new McAfee SaaS Email Protection is an award-winning service that was specifically developed to meet the security needs of businesses that require affordable and effective email solutions that are easy to administer and use.

Previously McAfee offered Email Security Service as either inbound email filtering, or inbound & outbound email filtering bundled together. The new McAfee SaaS Email Protection will be offered as a complete inbound & outbound filtering solution.

Some of the new features available on McAfee SaaS Email Protection that were not previously offered include: fraud protection, fail safe service, improved spam blocking, zero hour worm protection and multi-language spam filtering (Chinese, Dutch, French, German, Italian, Japanese, Korean, Portuguese, Russian and Spanish). Please take a look at the new data sheet and web site for more information about the features and benefits of McAfee SaaS Email Protection.

Q: How does the pricing of the new service compare to the existing product?

A: The new McAfee SaaS Email Protection will provide customers with an even lower total cost of ownership than the previous product. For example, customers currently using the combined inbound and outbound product for 101 users may save over 40% when they migrate to McAfee SaaS Email Protection. Customers using just the inbound product for 101 users will now have all of the inbound and outbound features and can save almost 12% off of their current subscription rate.

Q: How does one migrate?

A: McAfee sales and/or a McAfee authorized reseller will be contacting all existing customers within 30 days of their expiration date with the details of how to migrate and their new pricing.

Q: Will migration require customer involvement?

A: This migration will require some minor configuration changes to be performed by your IT group. Details and access to customer support will be provided to ensure that migration goes smoothly.

Q: Will users know that the service was migrated?

A: No, this should be transparent to end users. They might experience a slight delay depending on the time of day that IT chooses to do the migration. They will not have any changes to their email client or their normal email business processes.

Q: What if a customer doesn't want to migrate?

A: **All existing customers must be off Email Security Service by June 30, 2010.** Customers who choose not to migrate to McAfee SaaS Email Protection will have to contract with another email security vendor before that date.

McAfee

McAfee, Inc.
3965 Freedom Circle
Santa Clara, CA 95054
888 847 8766
www.mcafee.com