

Enhanced McAfee Support

Ensuring NHS organisations maximise their McAfee investments through quality support that won't break the bank

ITHealth solely serves the NHS, so we understand that support needs to be comprehensive and aligned to the individual needs of each NHS organisation. We know that it must be reliable, cost-effective, and easily and consistently available throughout the duration of any McAfee contract. Our knowledge and experience of NHS IT infrastructures and strength of partnership with McAfee makes us best placed to support, monitor, upgrade, and configure to best practice any McAfee security product. Our aim is to keep things simple for our customers – to ensure that McAfee security systems are optimally maintained with minimal cost and fuss, yet with maximum benefit.

Our enhanced support package includes:

Unlimited support calls to the ITHealth Service Desk

ITHealth don't operate a big call centre - our team is 100% UK based and all support is provided in-house, so your call will get passed swiftly to one of our McAfee accredited technicians – omitting any lengthy call wait times. The support desk typically operates 9:00am to 5:30pm, although it can be made available outside of office hours. This service gives you the freedom to call *however often required* to ensure your support issues and questions will be dealt with quickly and effectively.

Access to technicians with in-depth knowledge of NHS IT infrastructures

ITHealth works solely with NHS organisations and has done for over 25 years; our accredited technicians have an unrivalled knowledge of NHS IT issues, systems, and network set-ups. This knowledge and experience enables our technicians to address even the most complex challenges and ensure that any support issue is dealt with swiftly and with genuine understanding.

Highlights

- ▶ Unlimited support calls to the ITHealth Service Desk
- ▶ Access to McAfee accredited technicians who have unrivalled knowledge and experience of NHS IT infrastructures and systems
- ▶ Remote support, including HSCN connection
- ▶ Minimum of one on-site consultation visit, plus free healthcheck at the start of any support contract
- ▶ ITHealth are SafeBoot specialists
- ▶ Benefit from ITHealth's direct line to McAfee's 3rd line support

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ITHealth have always given high quality support and aftercare with all of the products we have purchased. The technicians have proven knowledge and experience in a healthcare environment and have always delivered when brought in for a project.”

BARRY PATTON

IT Operations Manager, North West Anglia NHS Foundation Trust

Remote support, including HSCN connection

ITHealth's McAfee accredited technicians can connect with you anytime from anywhere - whenever you require. We have a range of tools at our disposal, including HSCN connection, which enable swift and secure remote connectivity to your systems, meaning IT issues and support needs can be dealt with quickly and effectively.

On-site consultation and free healthcheck

Our Enhanced Support Package typically includes a healthcheck at the very start of the support contract, as well as at least one additional day where an ITHealth technical consultant physically visits your site so you can benefit from our face-to-face services. How you choose to use the 'on-site' time is entirely up to you - whether it be to perform systematic upgrades, run another in-depth healthcheck to ensure optimum operation and configuration, or to provide training to help you become McAfee system experts, your ITHealth technical consultant will ensure they cater to your individual needs.

ITHealth are SafeBoot specialists

SafeBoot, the legacy encryption technology acquired by McAfee, is still widely used throughout the NHS. All ITHealth technicians are hugely experienced in supporting SafeBoot environments. In fact, the ITHealth team were heavily involved in the original deployments of SafeBoot across the NHS back in 2008 and we've been supporting them ever since. So, even if your NHS networks still have legacy machines encrypted with SafeBoot, you can be confident in ITHealth's ability to support them.

Benefit from ITHealth's direct line to McAfee's 3rd line support

Another benefit of ITHealth's strength of partnership is that it provides us with a direct line to McAfee 3rd line support. So, on the rare occasion that we are unable to handle your query directly and need to consult McAfee, we are able to bypass the typical call hierarchy that an average customer might experience allowing us to give more complex issues the immediate attention they require so they can be resolved promptly.

To learn more about ITHealth's Enhanced McAfee Support

Call us: 0115 987 6339

Email us: info@ithealth.co.uk

Visit us: www.ithealth.co.uk

About ITHealth

ITHealth provide NHS organisations with proven and trusted IT security and access management solutions. Whether it's providing fast, reliable, and secure access for NHS mobile workers, or finding effective ways to reduce threats while improving productivity and clinical workflows, ITHealth's cost-effective solutions mean NHS systems and data are always secure, easy to access, and simple to manage.