



McAfee, Inc. Receives Fall 2009 STAR Award for Service Excellence From TSIA

McAfee Honored for Service Excellence in Consumer Support

SANTA CLARA, Calif., Oct 28, 2009 (BUSINESS WIRE) -- McAfee, Inc. today announced it has been honored with a Fall 2009 STAR Award for Service Excellence from the Technology Services Industry Association (TSIA), the services industry's largest association. McAfee received the STAR Award for Service Excellence in Consumer Support.

"This award reflects the effort put forth to improve customer service over the last few years," said Barry McPherson, executive vice president of worldwide support and services, McAfee. "One of McAfee's key priorities is to provide excellent service for its customers, and recognition by the TSIA for a STAR Award is reinforcement that we are succeeding in this initiative."

The Service Excellence in Consumer Support award is presented to a company whose consumer-facing contact center or technical support operation effectively handles high volumes of inbound and outbound customer interactions, with an emphasis on problem avoidance, Web and voice self-service, and streamlined incident handling. Since its inception in 1990, the prestigious STAR Awards recognize technology companies who display exceptional leadership, innovation, and commitment in service excellence.

"The STAR Awards are recognized throughout the industry as one of the highest honors for service and support organizations," said Stephen Smith, CFO and CIO for TSIA. "This award acknowledges that McAfee has been honored by its peers for providing world-class support as one of the best in the business."

McAfee was presented with the STAR Award for Service Excellence at the Technology Services World (TSW) conference in Las Vegas. TSW is the preeminent source of learning and peer networking in the services industry and is hosted by TSIA, newly formed from the recently announced merger of AFSMI, SSPA, and TPSA, the three leading professional associations of the services and support industry.

About McAfee, Inc.

McAfee, Inc., headquartered in Santa Clara, California, is the world's largest dedicated security technology company. McAfee is committed to relentlessly tackling the world's toughest security challenges. The company delivers proactive and proven solutions and services that help secure systems and networks around the world, allowing users to safely connect to the Internet, browse and shop the web more securely. Backed by an award-winning research team, McAfee creates innovative products that empower home users, businesses, the public sector and service providers by enabling them to prove compliance with regulations, protect data, prevent disruptions, identify vulnerabilities, and continuously monitor and improve their security. <http://www.mcafee.com>

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