



Adobe® Enterprise Support Services

Extend the value of your investment in Adobe solutions

Your organisation has made significant technology investments in business-critical applications to help streamline operations, improve customer service, and enhance your competitive edge. Maximising the potential of your investment depends on how effectively you can put the technology to work. And by minimizing application downtime, you can reduce maintenance costs while focusing your resources on new business opportunities.

Adobe Enterprise Support Services provide the technical and operational expertise to help you get the most out of your Adobe solutions. Through proactive, flexible support programmes, Adobe Enterprise Support Services help to keep your strategic applications running smoothly so that you can focus on your business.

Flexible support programmes to meet your unique business needs.

To succeed in today's business environment, enterprises need organisational agility, which means that as your business priorities change, so do your technology support requirements. Adobe's support services provide the right support when it's needed most—increasing the efficiency and performance of your organisation through reactive, proactive, and predictive support offerings.

Some of the factors to consider in choosing the most appropriate Adobe support offering for your organisation include:

- Strategic value of the software investment to your enterprise and impact on the organisation due to downtime
- Type and volume of products purchased
- Integration requirements with enterprise infrastructure
- Number and type of end users (business versus technical)
- Availability and skill sets of internal resources

Based on your requirements, your Adobe account representative can work with you to select the programme that's right for your organisation.

With Adobe Enterprise Support Services, customers achieve:

- Cost-effective access to critical skill sets
- Enhanced business performance and competitiveness
- Accelerated speed to implementation
- Ability to focus on core competencies
- Increased ROI on technology investments

Choosing the right support programme.

Adobe's **Premium Maintenance and Support** package is recommended for the majority of Adobe customers. This package is best suited for organisations that have enterprise implementations of Adobe software and plan to upgrade to new versions of products as they become available.

In addition to the Premium package, Adobe offers two other predefined support packages that meet specific customer requirements.

- **Platinum Maintenance and Support:** Designed for organisations that have enterprise-wide applications built on Adobe software, Platinum Support offers designated resources and personalised attention.
- **Standard Support:** This package is primarily designed for customers who require technical support for product installation and ongoing implementation, but who do not require product upgrades.

Premium Maintenance and Support.

Premium Maintenance and Support is a comprehensive package designed to meet the needs of the majority of Adobe Enterprise Support Services customers, who have deployed business-critical enterprise applications. It provides a range of support services.

- Unlimited case reporting—freephone number and e-mail access to Adobe Technical Support representatives
- Unlimited access to the Adobe online support service, eSupport
- Access for two authorised technical contacts from your organisation
- Remote diagnostics
- Version upgrade releases
- Maintenance releases
- Patches and hot fixes

Optional support components

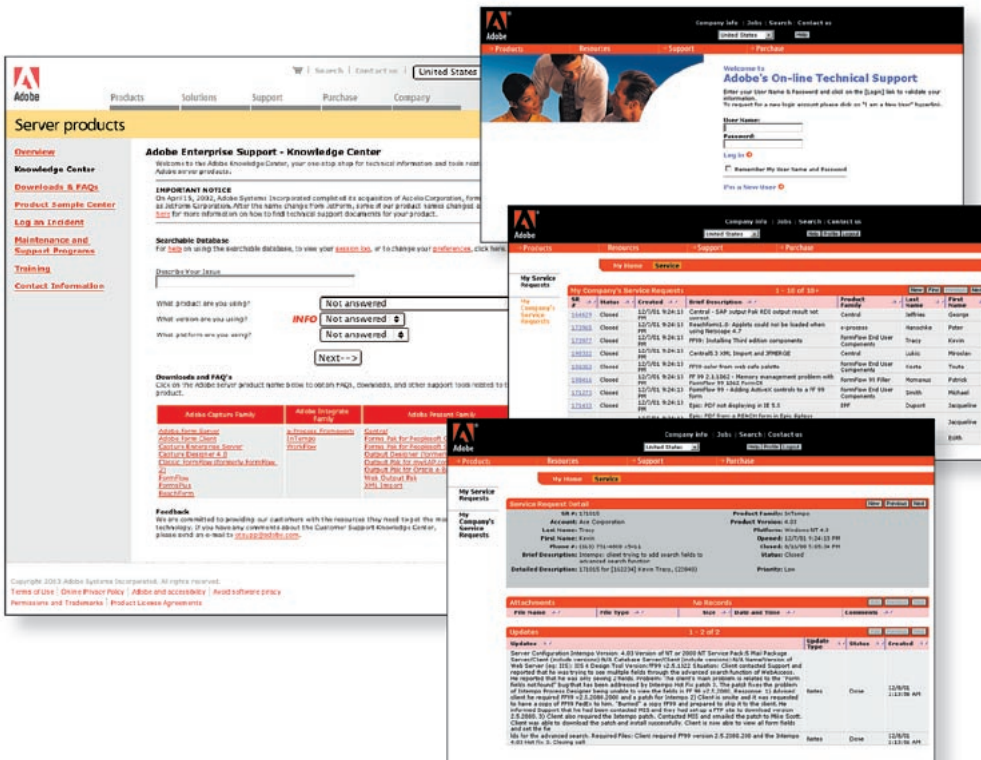
Easily customise your Premium Maintenance and Support programme by purchasing add-on support options as you need them, and maximise the value of Adobe's expertise. Contact your Adobe account representative to help you determine the most appropriate custom support programme for your needs.

If you do not know who your Adobe account representative is and would like to speak with one, please complete the form at www.adobe.co.uk/enterprise/contactus.html.

eSupport, Adobe's online support service, offers customers greater choice and flexibility through the following extended support offerings:

- The Knowledge Centre—an online, self-service knowledgebase that gives you the opportunity to search for information and resolve issues, 24 x 7.
- eService—enables you to log your case directly into the corporate database and then view and update it over the Web, at your convenience.
- Remote diagnostics—Adobe Customer Support representatives can log directly into a customer's computer, via the Web, to deliver live, automated technical support remotely.

For more information on Adobe's online support services, go to www.adobe.com/support/products/enterprise.



Platinum Maintenance and Support.

Platinum Maintenance and Support is designed for Adobe customers seeking a more focused level of product support. This plan offers personalised service and a deeper understanding of the customer's technical requirements, through designated technical support consultants.

Platinum Maintenance and Support customers receive all the options in the predefined Premium package, plus the following additional components:

- A designated Adobe technical consultant with intimate knowledge of your business objectives and Adobe product installation as your prime contact
- Priority queuing
- Personalised service with some onsite assistance
- Access for four authorised technical contacts from your organisation

Standard Support.

Adobe Standard Support is designed for registered users of Adobe enterprise server products who require technical support for product installation and ongoing implementation, but who do not require product upgrades because the product is reaching its end of life and no upgrades or maintenance releases will be available.

Standard Support includes the same components as the Premium Maintenance and Support programme except there is only service for one designated technical contact, and there are no product upgrades.

Programmes at a glance.

The following table provides a direct comparison of the components available under each plan.

Programme Element	Standard	Premium	Platinum
eSupport			
• Knowledge Centre database access (24 x 7)	■	■	■
• eService (http://adobe.com/support)	■	■	■
• Remote diagnostics	■	■	■
Telephone support*	■	■	■
Patches and hot-fixes	■	■	■
Number of support contacts	1	2	4
Freephone number		■	■
Version Upgrade Releases		■	■
Maintenance Releases		■	■
Additional contacts	Optional	Optional	Optional
On-site support		Optional	5 days
Designated technical support consultant			■
Priority queuing			■
Remote monitoring (monthly reporting summary)			■

* Telephone support hours vary worldwide. For hours of coverage in your area, contact your Adobe account manager.

Please consult your Adobe account representative for details regarding the annual support fee. Ongoing support is also available to you under the following conditions: for the first renewal term, if so renewed, the Annual Support Fee for the first renewal term increased by six percent (6%), for the second renewal term, if so renewed, the Annual Support Fee for the first renewal term increased by six percent (6%) and for each of the third and subsequent renewal terms, if so renewed, a percentage of the then current list price of the license fees for the Program(s), such percentage being the standard published percentage of the license fees for the Program(s), as charged for support and maintenance contracts entered into in such year, however, in no event shall the amount be less than the Annual Support fee paid for the previous year for the Program(s) covered by this renewal.

The right answers, when you need them.

Adobe combines state-of-the-art technology and a highly skilled team to deliver world-class support through an international infrastructure. Support Centres are strategically located in North America, Europe, and Japan.

Adobe support consultants have access to a global customer support database, which allows you to benefit from the most up-to-date technical information and obtain fast, consistent responses to your concerns anywhere in the world.

With Adobe Enterprise Support Services, you can be confident that your investment in Adobe solutions will be efficiently managed, enabling you to focus your organisations time and resources on improving your business.

About Adobe.

Founded in 1982, Adobe Systems Incorporated (www.adobe.com), the leader in network publishing, offers a comprehensive line of software for enterprise and creative professional customers. Its products enable customers to create, manage, and deliver visually rich, compelling, and reliable content. Based in San Jose, California, Adobe is one of the world's largest software companies.

FOR MORE INFORMATION

The list of products covered by Adobe Enterprise Support Services is subject to change. For the most current list, or for additional information about Adobe Enterprise Support Services, please visit www.adobe.com/support/products/enterprise.

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