Adobe® Enterprise Support Services

Extend the value of your investment in Adobe solutions

Your organization has made significant technology investments in business-critical applications to help streamline operations, improve customer service, and enhance your competitive edge. Maximizing 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 programs, Adobe Enterprise Support Services help keep your strategic applications running smoothly so that you can focus on your business.

Flexible support programs to meet your unique business needs

To succeed in today's business environment, enterprises need organizational 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 organization through reactive, proactive, and predictive support offerings.

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

- Strategic value of the software investment to your enterprise and impact on the organization 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 program that's right for your organization.

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 program

Adobe's **Premium Maintenance and Support** package is recommended for the majority of Adobe customers. This package is best suited for organizations 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 organizations that have enterprise-wide applications built on Adobe software, Platinum Support offers designated resources and personalized 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—toll-free telephone and e-mail access to Adobe Technical Support representatives
- Unlimited access to the Adobe online support service, eSupport
- Access for two authorized technical contacts from your organization
- Remote diagnostics
- Version upgrade releases
- Maintenance releases
- Patches and hot fixes

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

- The Knowledge Center—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 personalized 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 queueing

- Personalized service with some onsite assistance

- Access for four authorized technical contacts from your organization

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 program except there is only service for one designated technical contact, and there are no product upgrades.

Programs at a glance

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

Program Element	Standard	Premium	Platinum
eSupport			
• *Knowledge Center database acccess (24 x 7)*	■	■	■
• *eService (http://adobe.com/support)*	■	■	■
• *Remote diagnostics*	■	■	■
Telephone support*	■	■	■
Patches and hot-fixes	■	■	■
Number of support contacts	1	2	4
Toll-free phone 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 work with 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 will be 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, will be 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) 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 prior 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 Centers 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 organization's 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.

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