Adobe support for enterprises

Extend the value of your investment in Adobe solutions

With Adobe support for enterprises, you can:

- Supplement your in-house support staff with expertise from Adobe support consultants
- Accelerate the implementation of Adobe products and solutions
- Enhance overall business performance and competitiveness
- Increase the return on investment (ROI) on your technology investments

Your organization has made significant technology investments in mission-critical applications to help streamline operations, improve customer service, and enhance your competitive edge. Your ability to maximize your investment depends on how effectively you can put the technology to work. Adobe enterprise support programs provide the technical and operational expertise to help you to plan, implement, deploy, and maintain your Adobe applications, keeping your infrastructure safe as your solution evolves. Our experts can help keep your strategic applications running smoothly so that you can focus on your business.

International infrastructure

Adobe support engineers have access to global customer support resources, allowing you to benefit from the latest technical information. With global and multi-geographical agreements available, and support centers strategically located in North America, Europe, Asia-Pacific, and Japan, you get fast, consistent responses from anywhere in the world.

Adobe offers a variety of support channels, including:

- **Phone support**—Adobe support consultants provide expert assistance to help you get your Adobe applications up and running smoothly, and keep them working at optimal performance.
- **Online knowledgebase**—Constantly updated by Adobe support consultants with the latest issues and fixes, you can use this self-service tool to search for information and resolve issues anytime, from anywhere.
- **Customer support portal**—You can use this intuitive online tool to log your case directly into the Adobe support database, and then view and update it over the web at your convenience.
- **Remote access**—Using Adobe Acrobat® Connect™ Professional software, you can give temporary control of your desktop to Adobe support consultants for quick and efficient troubleshooting and problem resolution.

Adobe Platinum and Gold support programs are offered as an annual contract, making your support costs predictable over a 12-month period.

Both Platinum and Gold support programs provide the option to purchase add-on services, such as additional contacts or a Technical Account Manager (TAM) for coordination of all your support issues. Enterprise developer support services are also available.

Predefined service levels help Adobe prioritize resolution efforts for the most important incidents affecting your business.

Program details	Platinum	Gold
Contract period	1 year	1 year
Number of incidents	Unlimited	Unlimited
Support channels provided	• Phone support • Knowledgebase • Customer support portal • Remote access	• Phone support • Knowledgebase • Customer support portal • Remote access
Authorized contacts	4	4
Target response time	1 hour*	1 hour*
Hours of coverage	24x7x365	24x7x365
Bundled maintenance	Yes	No
Optional service enhancements	• Technical Account Manager • Additional contacts	• Technical Account Manager • Additional contacts • Upgrade Plan

Adobe Platinum Maintenance and Support

Adobe's premiere support offering is a comprehensive package designed to meet the needs of large enterprise customers—especially those with mission-critical applications based on Adobe solutions. The Adobe Platinum Maintenance and Support program includes unlimited toll-free phone access to senior-level Adobe support consultants for up to four authorized contacts from your organization. You'll receive priority-level case response times of approximately 1 hour with 24/7 mission-critical support.* You also get unlimited access to Adobe's knowledgebase, customer support portal, remote access, and other online resources. And, Adobe Platinum Maintenance and Support includes product upgrade releases, maintenance releases, patches, and hot fixes to all the software covered by your contract.

Adobe Gold Support

The Gold Support program offers the same service levels as Platinum. However, software maintenance is not included in the Gold Support program, but is available for an additional fee.

Get the support you need today

Protect your Adobe product investment and maintain the productivity of your entire enterprise with an Adobe support program. No matter how complex your requirements, the help you need is only a phone call or a few clicks away.

* Note: Mission-critical support is provided by telephone 24 hours a day, 7 days a week, 365 days a year for Priority 1 issues. Noncritical issues are responded to during standard regional business hours. For more details about standard regional business hours and case priority definitions, visit *www.adobe.com/support/programs/policies/sla.html*.

For more information

To learn more about Adobe support programs, contact your Adobe sales representative or visit *www.adobe.com/support/programs*.