# Adobe support for workgroups

Speed deployment, reduce downtime, and accelerate ROI

**With Adobe support for workgroups, you can:–**

• Get help from senior-level support consultants

• Enhance productivity and minimize downtime

• Spend more time focusing on your business

• Increase the return on investment (ROI) on your technology investment

To maximize the value of your Adobe products, you need timely support expertise—whether you're a small or medium business working to a meet a tight deadline for your client, an IT manager dealing with document archiving and compliance, a graphic designer juggling files and applications to complete a project, or a marketing director managing collateral for a product launch. With an Adobe support program, you get the level of help you need to meet your business objectives.

With Adobe's world-class expertise at your disposal, you can deploy solutions faster, minimize downtime, and accelerate product adoption. Adobe support programs can help lower your IT expenses and total cost of ownership, so you get the greatest value from your investment.

**International infrastructure**

Adobe support engineers have access to global customer support resources, allowing you to benefit from the latest technical information. With support centers strategically located in North America, Europe, Asia-Pacific, and Japan, your team will get fast, consistent responses to your questions.

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 Gold** support program is offered as an annual contract to provide continuous timely support and to make support costs predictable over a 12 month period. In addition, per incident (pay as you go) and developer support programs are also available

| Program details | Gold |
|---|---|
| Contract period | 1 year |
| Number of incidents | Unlimited |
| Support channels provided | • Phone support<br>• Knowledgebase<br>• Customer support portal<br>• Remote access |
| Authorized contacts | 4 |
| Target response time | 1 hour* |
| Hours of coverage | 24x7x365 |
| Optional service enhancements | • Additional contacts<br>• Upgrade Plan |

### Adobe Gold Support

The Gold Support program is designed to meet the needs of workgroups or small to medium businesses with business-critical applications based on Adobe solutions. Four designated contacts from your organization get unlimited access to Adobe support consultants at any time, with priority-level case response times of approximately one hour.* You'll have unlimited access to Adobe's online support resources, such as a knowledgebase and customer support portal. And with remote access, you can give temporary control of your desktop to Adobe support consultants for quick and efficient troubleshooting and problem resolution. Gold Support also provides the option to purchase add-on services, such as an Upgrade Plan to receive product updates and upgrades that are released during your contract period, or additional authorized contacts.

### Get the support you need today

Protect your Adobe product investment and maintain the productivity of your entire workforce 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.

**For more information**

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

* 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.*