



# Adobe® Platinum Maintenance and Support

## 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. Maximizing the potential of your investment depends on how effectively you can put the technology to work. By minimising application downtime, you can reduce maintenance costs while focusing your resources on new business opportunities.

Adobe Platinum Maintenance and Support provides the technical and operational expertise to help you get the most out of your Adobe solutions. Through a proactive and flexible support program, Adobe Platinum Maintenance and Support helps keep your strategic applications running smoothly so that you can focus on your business.

### A flexible support program with Service Enhancements 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 program that's right for your organisation.

#### WITH ADOBE PLATINUM MAINTENANCE AND SUPPORT 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

## Platinum Maintenance and Support

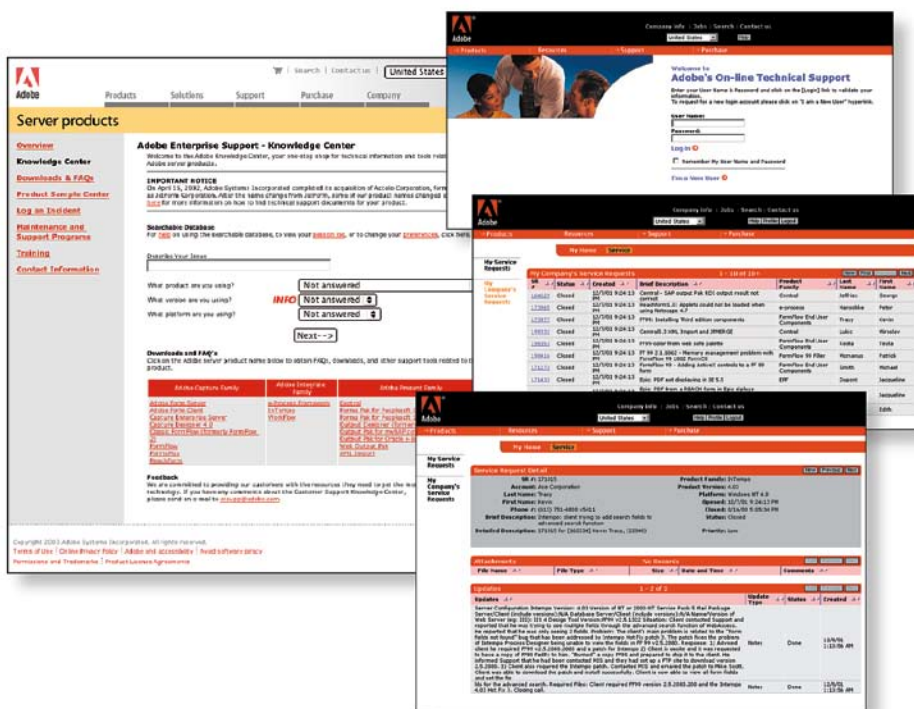
Platinum Maintenance and Support is a comprehensive package designed to meet the needs of the majority of Adobe enterprise customers, who have deployed business critical applications. It provides a range of support services and offers personalised service and a deeper understanding of the customer's technical requirements, through senior level technical support consultants.

- Service for up to four authorised technical contacts from your organisation
- Unlimited phone, web and e-mail access to Adobe Platinum Support consultants
- Prioritised, free phone service
- Priority level case response times
- Unlimited access to the Adobe online support service, eSupport
- Remote diagnostics
- Product upgrade releases
- Maintenance releases
- Patches and hot fixes
- Additional Service Enhancements available to customise your support package

## OPTIONAL SUPPORT COMPONENTS

Easily customise your Platinum Maintenance and Support program by purchasing Service Enhancement 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 program for your needs.

If you do not know who your Adobe account representative is and would like to speak with one, please fill out the form at [www.adobe.com/uk/enterprise/contactus.html](http://www.adobe.com/uk/enterprise/contactus.html).



Adobe's online support service, eSupport, 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](http://www.adobe.com/support/products/enterprise).

## Platinum Maintenance and Support at a glance

The following provides an overview of the Platinum program benefits.

- eSupport
  - Knowledge Center database access, 24 hours a day, 7 days a week
  - Remote diagnostics
  - Prioritized case response
- Toll-free telephone support\*
  - Priority routing
- Patches and hot fixes
- Number of supported contacts (four)
- Version upgrade releases
- Maintenance releases

### Optional Service Enhancements

- Additional Contacts
- On-Site Support
- Designated Technical Support Consultant
- Service Account Manager
- 24x7 Production Down Support
- Adobe Extended Lifecycle Support for LiveCycle Products

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

*Please work with your Adobe account representative regarding the annual support fee. Customers with an annual support program or "Maintenance" program purchased directly from Adobe may renew with Adobe at the same price paid in the initial term and subject to your support contract terms. Such renewal term shall be no longer than a year unless your agreement provides for a multi-year renewal. If a support program or "Maintenance" program up for renewal is no longer available, customers will be eligible to purchase from Adobe's current support offerings under the rules and policies currently in effect. Customers interested in purchasing new support programs should contact their sales representative to determine program eligibility. Software support program offerings are defined as annual contracts and single-incident calls for a fee. Maintenance is the combination of upgrade insurance and bundled enterprise-class support on an annual basis.*

## 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 Platinum Maintenance and Support, you can be confident that your investment in Adobe solutions will be efficiently managed, enabling you to focus your organisation's time and resources on improving your business.

## About Adobe

For more than two decades, the company's award winning technologies and software have redefined business, entertainment and personal communications by setting new standards for producing and delivering content that engages people anywhere at anytime. From rich images in print, video and film to dynamic digital content for a variety of media, the impact of Adobe solutions is clear to anyone who creates, views and interacts with information.

Now that Adobe and Macromedia are one company, Adobe is better positioned than ever to push the boundaries of the digital universe. Under the leadership of CEO Bruce Chizen, we're driving even greater innovation with powerful, compelling software solutions that meet the needs of customers and markets ranging from designers and filmmakers, to enterprises and governments, to developers and home users.

## FOR MORE INFORMATION

The list of products covered by Adobe Platinum Maintenance and Support is subject to change. For the most current list, or for additional information about Adobe Platinum Maintenance and Support, visit [www.adobe.com/support/products/enterprise](http://www.adobe.com/support/products/enterprise).

## Better by Adobe.™

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