



Adobe support service enhancement options

Extend the value of your Adobe Gold or Platinum support program, and maximize the value of your Adobe investment, with optional service enhancements tailored to your needs

Customize your support program

To find out more about the availability, pricing, and features of service enhancements, contact your Adobe account manager, or visit www.adobe.com.

If you would like to customize your Adobe support program to better meet your business requirements, you can purchase optional add-on Adobe support service enhancements as you need them. Service enhancements are not limited to a specific product or solution. Covering all your supported Adobe products, they are tied to your existing support contract. Available service enhancement options include:

- Support Account Manager
- On-Site Technical Support
- 24/7 Production-Down Support
- Designated Adobe Support Contacts
- Custom support packages

Support Account Manager

If you need technical support and expertise for multiple Adobe products or a number of ongoing critical issues related to your core business objectives, you can have all requests managed through a Support Account Manager (SAM).

As your internal advocate at Adobe, your SAM offers technical experts and other Adobe stakeholders an in-depth understanding of your development and production environment and strategic business goals. This designated Adobe contact will coordinate all support and resources for your account, providing you with “end-to-end” service. In conjunction with your organization’s technical contacts, your SAM also ensures that your service requests are prioritized according to your business needs. When Adobe applications are critical to your business—and you recognize

that minimizing downtime, accessing additional expertise, and gaining expert guidance on support issues can help maximize your productivity—consider adding the SAM service enhancement.

For maximum value and benefit to your business, SAM services can either be shared—with your designated SAM also coordinating other customer accounts—or completely dedicated to your account. Especially with the dedicated option, your SAM, whether on-site or based remotely, will always function as an extension of your own team. The SAM service enhancement may be purchased via your direct account manager.

On-Site Technical Support

As an add-on to your support program, this service enhancement offers you on-site support to:

- Generate support audits or recommendations
- Troubleshoot new or ongoing cases
- Transfer knowledge to increase Adobe’s familiarity with your processes and systems
- Transfer knowledge to your organization or to a partner organization, within defined support boundaries¹
- Extend the knowledge of your in-house technical team during a major rollout or implementation

Adobe Customer Care will work with you or your integration partner to correctly define your support needs and scope of work, providing an on-site support consultant or developer engineer if your work qualifies for such service.² Currently available in North America, this service enhancement offering may be considered in other regions on a case-by-case basis.

24/7 Production-Down Support

If your deployment of Adobe technology is business- or mission-critical, this service enhancement makes technical support available for top priority cases at all times. When the production deployment of your Adobe solution is disrupted or terminated by an incident classified as Priority 1 (P1) under your service level agreement, you are assured technical support no matter the hour. Rest assured knowing that Adobe's technical support experts are available to you around the clock, to help resolve your issue and get you back to work.

Designated Adobe Support Contacts

With this service enhancement, you are assigned a designated Adobe support consultant for all incidents during the term of your

contract, so you know who's helping you.

Designated Adobe support contacts are specific to a particular solution or product line. For example, to provide you with a high level of technical expertise, support for different products lines, such as Adobe® InDesign® and Macromedia® Breeze® software, would require two designated support contacts. But if you purchased a support program for several Adobe Creative Suite® components, such as Adobe InDesign® and Adobe Illustrator®, your designated Adobe support contact would likely be the same for both products.

This service enhancement is currently available in North America.

Custom support agreements

If you're interested in further customizing your Gold or Platinum support agreement, Adobe can help you determine the right combination of core programs and enhancements to meet your needs. Drawing on our extensive range of tiered program offerings, service enhancements, and custom options, we can create the perfect bundle for your business.

For more information

To learn more, discuss pricing, or get advice on tailoring the right support solution for your needs, contact your regional Adobe representative or visit www.adobe.com.

Adobe support service enhancements

Program offering	Bronze	Silver	Gold	Platinum
Support Account Manager (SAM)	No	No	Yes	Yes
24/7 Production-Down Support (P1)	No	No	Available on applicable server products	Available
Designated Contact (shared 1:x)	No	No	Available	Available
On-Site Technical Support	No	No	Available	Available

Whatever your requirements, Adobe can provide a support package tailored to meet them. And with optional service enhancements, you can choose the additional options you need throughout the term of your support contract—whenever you need them. Contact your Adobe account manager to discuss your organization's specific support needs, or visit www.adobe.com/support/programs for more details.

¹On-site technical support is not available for seminar-style training exceeding what would commonly be delivered in a side-by-side (1:1) knowledge transfer.

²On-site technical support is not available for development purposes or for consultation to design, customize, or otherwise alter Adobe software or component parts.

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Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110-2704
USA
www.adobe.com

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