



**Adobe support programs are tailored to your needs, offering:**

- Technical expertise at every level
- Multiple communication channels
- Flexible program levels that deliver the best return on your investment in Adobe products
- Prioritized incident resolution aligned with your business needs

# Adobe support programs

From incident-level help to unlimited cases, Adobe offers support programs to help you speed deployment, reduce downtime, and accelerate adoption of your Adobe products

To maximize the value of your Adobe products, you need timely support expertise—whether you're 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 Adobe's range of flexible support programs, you get the level of help you need to meet your business objectives.

World-class expertise at your disposal will help you deploy faster, minimize downtime, and accelerate solution adoption. Support programs can also help you manage costs, lowering your IT expenses and total cost of ownership, so you get the greatest value from your investment in Adobe products.

Adobe's plans offer a variety of support channels, including the web, e-mail, telephone, and online knowledge bases. Optional service enhancements to your Platinum or Gold program provide additional tailored services.

Purchase your Adobe program when it suits you—when you purchase Adobe products, to immediately access extended support resources, or later, if you discover you would like added expertise and support for Adobe products you already own. Your regional Adobe representative can help you decide which flexible support solution will meet your specific requirements—and provide you with the best value.

## **Adobe Bronze support**

If you are a creative professional or consumer, the Adobe Bronze support program is designed for you. The Bronze support program extends the benefit of basic installation support that comes with your Adobe products. Get help from trained support technicians with installation, basic upgrades, and troubleshooting issues. The Bronze program has no annual contract. Incident-based support can be purchased per incident or in five-incident bundles.

## **Adobe Silver support**

The Adobe Silver support program is ideal if you are a creative professional or knowledge worker looking for support for an unlimited number of incidents. For an annual fee, the Silver program offers support for an unlimited number of cases, making your support costs predictable over a 12-month period. Designated customer contacts get access to support expertise within approximately three hours of initiating a support request. Incidents may range in complexity from basic troubleshooting to more complex business-specific issues.

#### 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](http://www.adobe.com).

#### Adobe Gold support

Are Adobe products critical to your business? Will you want assistance with advanced interoperability issues, or help with network configuration and deployment of Adobe products, including Adobe server products?

The Adobe Gold support program offers up to three designated technical contacts from your organization direct access to senior-level Adobe consultants. An annual contract is required and includes unlimited cases with approximately two-hour response times, and support for help desks and broad corporate

deployments. Defined service levels help Adobe prioritize resolution efforts on the most important incidents affecting your business.

The Adobe Gold support program makes it easy to obtain the support expertise you need—from advanced configuration and deployment issues to troubleshooting techniques tailored to your Adobe solutions and business. The annual fee lets you manage your support costs, while optional service enhancements allow you to extend and customize your support program as needed.

## Adobe Support Programs

Program features	Bronze	Silver	Gold	Platinum
Supported products	Desktop, tools, and limited servers	Desktop, tools, and limited servers	Desktop, tools, and servers, plus limited enterprise servers	Enterprise servers, Acrobat®, LiveCycle®, Breeze®, and Flex™
Target audience	Consumer	Creatives	Knowledge workers	Enterprises
Incident resolution	Single / Bundle	Unlimited	Unlimited	Unlimited
Technical complexity	Standard	Intermediate	Advanced	Mission critical
Supported technical contacts	1	2	3	4
Prioritized case response (times are approximate)	4 hours	3 hours	2 hours	1 hour
Hours of coverage	Core business hours	Core business hours	Core business hours	Extended; by region
Critical out-of-cycle patches	No	No	No	Yes
Bundled maintenance	No	No	No	Yes
Optional service enhancements available	No	Limited	Yes	Yes

#### Additional options

Adobe also offers optional service enhancement options for its Gold support program and its Platinum Maintenance and Support Program. Service enhancement options include support 24 hours a day, 7 days a week for mission-critical issues; coordination of all your support issues through a designated Adobe support contact; and on-site technical support. Visit [www.adobe.com/support/programs](http://www.adobe.com/support/programs) or contact your regional Adobe representative to discover which service enhancements could benefit your business.

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