ADOBE SUPPORT PLANS

Adobe Creative Cloud / Adobe Document Cloud (including Adobe Sign)

Standard | Business | Enterprise | **Elite**

Adobe provides a comprehensive range of technical resources to help support your business included as part of your Adobe enterprise subscription. This is enhanced with the ELITE Support Plan. ELITE customers have access to a Named Support Engineer as well as a Technical Account Manager who work in partnership with you to provide best in class proactive and reactive support while acting as your designated technical contacts within the Adobe Support Team. With deep experience in your applicable Creative Cloud and Document Cloud solutions, your Support Team works to ensure that no matter how complex your support needs are, the Adobe Support Team will be there side by side with you throughout, to ensure you maximize your investment in applicable Adobe solutions and to help you avoid problems before they happen. You can also take advantage of our detailed and in-depth technical product documentation and current release notes.

		Standard Support	Elite Support
			Paid Support ($)
Assigned Experts	Account Support Lead		
	Named Support Engineer		✓
	Technical Account Manager		✓
Support Services	24x7 Self-Help Support	✓	✓
	24x7 Support via Chat / Phone	✓	✓
	Web Case Submissions	✓	✓
	Priority Case Routing		✓
	Accelerated Issue Prioritization		✓
	Escalation Management		✓
	Proactive Case Monitoring		✓
	In-Region Support Access		✓
	Service Reviews		4/year
	Case Reviews		2/month
	Solution Review		✓
	Roadmap Review		✓
	Additional Named Support Contacts		✓
	Upgrade/Migration Planning		✓
	Release Preparation and Planning		✓
	Executive Sponsor		✓

Service Level Targets: Initial Response

Priority	Standard Support	Business Support	Enterprise Support	Elite Support
PRIORITY 1 Customer's production business functions are down or have significant data loss or service degradation and immediate attention is required to restore functionality and usability.	24x7 / 30 minutes			
PRIORITY 2 Customer's business functions have major service degradation or potential data loss, or a major feature is impacted.	24x7 / 1 hour	Customers who purchase a Support Plan for applicable Adobe Products and Services receive priority case routing that fast-tracks cases to Adobe's Support Engineers.		
PRIORITY 3 Customer's business functions have minor service degradation but there exists a solution/workaround allowing business functions to continue normally.	Business day / 4 hours			
PRIORITY 4 General question regarding current product functionality or an enhancement request.	Business day / 1 day			

Elite Support Features

Technical Account Manager

A designated Technical Account Manager to oversee and advocate for your Elite support experience and provide proactive services to maximize your business value.

Named Support Engineer

A designated Support Engineer who becomes familiar with your solution environment and business goals. The NSE is an experienced support engineer that helps coordinate your Elite Support experience.

Priority Case Routing & Accelerated Issue Prioritization

Receive prioritized routing to ensure faster connection to more senior support resources on submitted cases, as well as higher prioritization on support case work through facilitated engagement with Engineering.

Proactive Case Monitoring and Escalation Management

A designated point of contact within Adobe who will actively monitor open cases and can provide escalation assistance, regular updates and ensure priority is given to your most critical open support requests.

Case Reviews

Regularly scheduled reviews of open support requests, ensuring customer alignment on case description, business impact, status, priority and agreement on next steps required to ensure a timely resolution.

Service Reviews

Comprehensive quarterly review of Elite program services, benefits and support performance. May be combined with other strategic business reviews held with Adobe.

In-Region Support Access

Receive support from members of our Adobe Support Team located within your global region. This may include in-country and/or in-language support.

Solution and Roadmap Review

Proactive review of your solution deployment, configuration, and overall architecture, including integrations. Align your solution and project roadmap to mitigate risk and prepare for the future.

Release Preparation and Planning

Benefit from tailored release information based on product configuration and use case(s).

Upgrade/Migration Planning

Receive personalized guidance and a proactive review for upgrade and migration planning purposes. Benefit from Adobe experts review release and upgrade plan.

Executive Sponsor

Benefit from the partnership of an Executive Sponsor from Adobe's Support Leadership Team.

Additional Named Support Contacts

Additional named support contacts have the benefit of leveraging available channels to interact with our technical support team on behalf of your company.

Standard Support Features

Community Forums

Continuous online access to a growing database of technical solutions, product documentation, FAQs and more. Connect with other customers on Adobe Community to share best practices and lessons learned..

Self-Help Portal

On-demand access to the online Self-help Support Portal review case status, and browse other resources, like our news and alerts, knowledge base, featured tips, and more.

Chat Support

Authorized Users (Admins) can start a chat session with Adobe Support to get answers and help with case submission.
Subject to local hours

Phone Support

Authorized Users (Admins) can call Adobe Support via phone to get answers and help with case submission.
Subject to local hours

Web Case Submission

Authorized Users (Admins) can submit unlimited web cases at any time for support issues for review by our technical support team.

Resources

Enterprise Learn & Support	Enterprise Learn & Support is a place where Adobe customers can find self-help tutorials, product documentation, instructor-led training, community and support for select Adobe Creative Cloud and Document products.
Adobe Support Community	The Adobe Support Community is the place to ask questions, find answers, learn from experts and share your knowledge.
Production Issues & System Outages	Status.adobe.com conveys the health information of all Adobe products and services that are deployed in multi-tenant environments. Customers can choose their subscription preferences to get email notifications whenever Adobe creates, updates or resolves a product event. This can include scheduled maintenance or service issues of varying levels of severity.
Terms and Conditions	Terms and conditions detailing Support Services offerings.

Regional scope of Adobe Support, Local Hours Of Operation And Language Support

Adobe's local business hours align to the customer's billing region.

Americas [1]	Europe, Middle East & Africa	Asia Pacific	Japan
24x7	9 am – 5 pm	9 am – 5 pm	9 am – 5:30 pm
[1]Americas Language support available in English only.			

Unparalleled Expertise   **Accelerated Support**   **Strategic Advice**

To learn more about Adobe Support Offerings and the right level for you, contact your Named Account Manager (NAM) or Customer Success Manager (CSM).