



## Standard | **Enterprise** | Elite

ENTERPRISE support includes access to personalized learning paths and monitored community forums via the Adobe Experience League. You can also take advantage of our detailed and in-depth technical product documentation and current release notes. ENTERPRISE customers will also be provided with a Named Support Engineer who acts as your designated technical contact in the Adobe Support Team. With deep experience in your designated Experience Cloud solution, your support team will work in partnership with you and your technical teams to ensure timely resolution of all support requests. Your support team can also help coordinate and arrange delivery of the additional ENTERPRISE benefits ensuring minimal disruption to your business at the most critical time.

		Standard Support	Enterprise Support
			Paid Support (\$)
Assigned Experts	Account Support Lead		
	Named Support Engineer		✓
	Technical Account Manager		
Support Services	Online Support	Business hours	24x5
	24x7x365 P1 Issue Support	✓	✓
	Named Support Contacts (per product)	4	10
	Live Telephone Support		✓
	Escalation Management		✓
	Service Reviews per Year		2
	Expert Sessions per Year		2
	Case Reviews		✓
	Event Management		
	Environment Review, Maintenance & Monitoring		
	Release, Migration, Upgrade & Product Roadmap Review		
	Cloud Support Activities – Experience Manager as Cloud		✓
Field Services	Launch Advisory Services – First Year of new solution		✓
	Field Service Activities		✓

## Service Level Targets: Initial Response

Priority	Standard Support	Enterprise Support
<b>PRIORITY 1</b> Customer's production business functions are down or have significant data loss or degradation of services and immediate attention is required to restore functionality and usability	24x7 / 1 hour	24x7 / 30 minutes
<b>PRIORITY 2</b> Customer's business functions have major service degradations or potential data loss, or a major feature is impacted.	Business hours / 4 hours	24x5 / 1 hour
<b>PRIORITY 3</b> Customer's business functions have minor to no degradation of services with a solution/workaround allowing business functions to continue	Business hours / 6 hours	Business hours / 2 hours
<b>PRIORITY 4</b> General question regarding current product functionality or an enhancement request	Business days / 3 days	Business days / 1 day

## Enterprise Support Features



### Case Reviews

Regular scheduled review of open support requests, ensuring customer alignment on case description, business impact, status, priority and agreement on next steps required to ensure an expedient resolution.



### 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 Enterprise Support experience.



### Expert Sessions

A 60-minute session focusing on a specific product feature and how it can be utilized to solve common business problems.



### Escalation Management

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

### ★★★ Service Reviews

A bi-annual comprehensive review of Enterprise program services, benefits and support metrics.

## Cloud Support Activities - AEM



### Governance for AEM as a Cloud Service

Technical & operational governance to assist AEM as a Cloud Service Customers in adhering to industry standards and best practices for AEM as a Cloud Service.

### Value-added Services for AEM as a Cloud Service

Identify, review and provide recommendations on customized solution adoption areas that have opportunities for optimization.

### Customization Best Practices for AEM as a Cloud Service

Drive adoption of customization best practices and core components in AEM as a Cloud Service.

## Standard Support Features



### Community Forums Online Forums

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



### 24X7 P1 Phone Support

Authorized users or **Named Support Contacts** can submit issues through all available channels (including phone for P1) and interact with our technical support team on behalf of your company.



### Experience League Self-guided Journeys

Experience Makers are made with Experience League. Customers can kickstart their Customer Experience Management abilities with personalized learning to develop skills, engage with a global community of peers, and earn career advancing recognition.



### Office Hours Webinars

Office Hours led by the Adobe Customer Support team includes sessions designed to inform as well as help participants troubleshoot problems and provide tips and tricks for success with Adobe solutions.



### Live Chat Support\* Chat Support

Start a chat session to get answers & help with case submission.

*\*Not all products have live chat support*

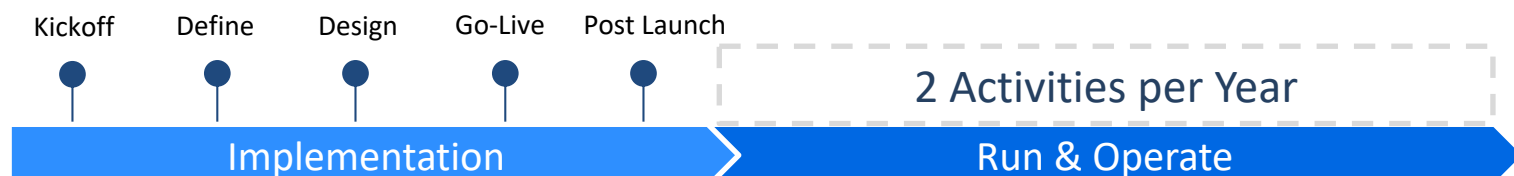


### Self-help Portals 24/7 Support Portal

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

## Launch Advisory

For customers implementing a **new Adobe Experience Cloud solution**, Launch Advisory is a **core set of advisory services** and recommendations that are proven to support **successful deployments** and **accelerate time-to-value**.

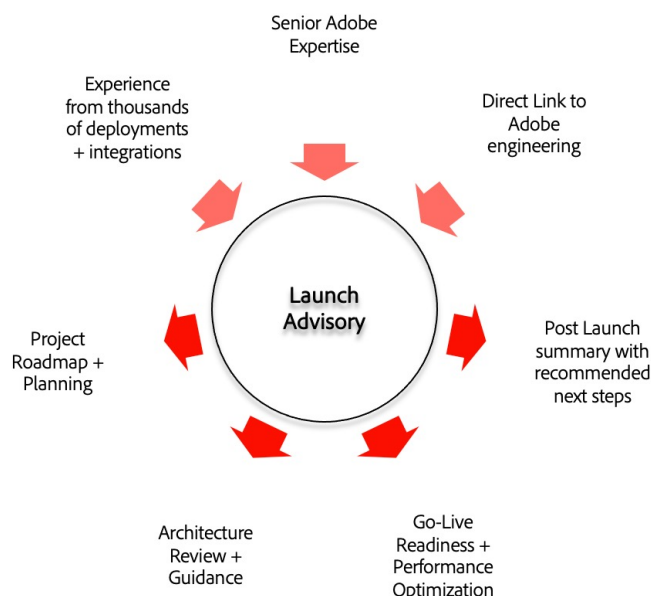


Adobe solution experts help validate requirements, architecture, development process, and launch readiness reviews with **best practice-based guidance** to customers and implementation partners.

Launch Advisory will align with your project schedule through common milestones (**Kickoff, Define, Design, Go-live and Post Launch**) to guide, validate, assess and make recommendations.

Key Deliverables include:

- Kickoff (including project collaboration plan) deck
- Assessment & recommendations document(s)
- Engagement summary



## Field Service Activities

Field Services are used for **quick resolution**, focused customer success and accelerated **time-to-value**. If Launch advisory is active there will be **no Field Services in year 1** for any solution product covered by an Adobe Support contract.

As an Enterprise customer, you are eligible for **2 activities per year** from the following two tracks: **Technical** and/or **Strategic**.

**Technical Track Activities** ensure customers are technically sound and maximizing their tool adoption. Specifically, these types of activities include support and recommendations related to platform configurations, integrations and troubleshooting.

Types of technical activities available::

- ✓ Health audit
- ✓ Platform audit
- ✓ Feature set enablement
- ✓ Basic integrations and configurations
- ✓ Customer solution troubleshooting
- ✓ Cloud service support

**Strategic Track Activities** locate opportunities to ensure value is being realized from a customer's Adobe solutions. They include support recommendations related to strategy, measurement and maturity to drive value realization across one or more Adobe solutions.

Types of strategic activities available:

- ✓ Maturity Roadmap
- ✓ Use case development/measurement
- ✓ Reporting & analysis
- ✓ Best practices enablement

## Resources

<a href="#">Experience League</a>	Experience League is how Adobe helps businesses achieve the value they expect from their Adobe investment. It's the unified place where customers can learn, connect, and grow along a personalized path to success that includes self-help tutorials, product documentation, instructor-led training community and technical support.
<a href="#">Training</a>	Adobe Digital Learning Services courses are accessible from Experience League. Learning courses integrate both on-demand and instructor-led lessons. Here you can accrue skills that have recognized market value and position them to drive success in your organizations.
<a href="#">Production Issues &amp; System Outages</a>	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.
<a href="#">Terms and Conditions</a>	Terms and conditions detailing Support Services offerings.

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

The regional scope of Adobe Support is established by aligning the customer's billing address (via the Sales Order or other Adobe Support purchasing document) to one of the following regions:

Americas	Europe, Middle East & Africa	Asia Pacific	Japan <sup>1</sup>
6 am – 5:30 pm	9 am – 5 pm	9 am – 5 pm	9 am – 5:30 pm
Language support is only available in English and Japanese.			
<sup>1</sup> P2, P3, P4 cases are limited to business hours only in Japan.			



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)



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