ADOBE SUPPORT OFFERINGS

Online | Business | Enterprise | **Elite**

Adobe's Customer Support organization is committed to your success. All subscriptions include a level of support that provides easy access to our highly skilled technical resources for technical assistance. For more comprehensive needs, we offer Premier Support services that include access to named support professionals, accelerated service-level response targets, and sessions for proactive mentoring and service reviews. No matter how complex your support needs may be, Adobe offers technical and operational expertise needed to help you achieve peak performance and optimal value from your Adobe solution.

Elite Support - Comprehensive Support features for your complex business needs

		Online Support	Elite Support
Assigned Experts	Named Support Engineer		✓
Support Services	Online Support	Business hours	24X5
	24x7x365 P1 Issue Support	✓	✓
	Collaborative 3rd Party Application Support		✓
	Named Support Contacts (per product)	4	15
	Phone Case Submission		✓
	Escalation Management & Accelerated SLTs		✓
	Service Reviews & Expert Sessions per Year		✓
	Event Management		
	Environment Review, Maintenance & Monitoring		2
	Release, Migration, Upgrade & Product Roadmap Review		
	Cloud Support Activities – Experience Manager as a cloud		✓
Post Launch Field Services	Launch Advisory – First year of new solution		✓
	Field Service Activities (services menu)		2

Service Level Targets: Initial Response

Priority	Online Support	Elite Support
PRIORITY 1 Customer's business has a substantial loss or degradation of mission critical data or services being unavailable and no work around exists. (some solutions require submission by phone)	24x7/ 1 hour	24x7 / 15 minutes
PRIORITY 2 Customer's business has moderate loss or degradation of data or services being unavailable and no long-term acceptable workaround exists.	Business hours/ 4 hours	24x5 / 30 Minutes
PRIORITY 3 Customer's business has minimal loss or degradation of data or services being unavailable and a workaround exists	Business hours/ 6 hours	24x5/ 1 hour
PRIORITY 4 Enhancement request or general question	Business days/ 3 days	Business day/ 1 day

Elite Support Features

Technical Account Manager

A designated Technical Account Manager to oversee your Elite experience, coordinate the support and field services engagements, and provide proactive services to maximize your business value.

Named Support Engineer

A designated support engineer, who knows your environment and business goals, to manage your support experience

Collaborative 3rd Party Application Support

For software from approved vendors, we will collaboratively work with vendor's support team, including participation in conference calls, to fix your technical issues.

Escalation Management

Supervised escalation path with defined SLTs and recurring reviews

★★★ Service Reviews

Periodic case reviews, service metrics and performance reviews

Expert Sessions

Ability to schedule expert led 30-minute how-to sessions

Environment Review

Proactive assessment of your existing technical environment against your KPIs and industry best practices for greater value realization

Release Preparation & Review

Register for the BETA program to release notes, participate in focused workshops to take advantage of new features, and learn to troubleshoot and handle maintenance

Maintenance & Monitoring

Receive maintenance best practices and latest fixes (SPs, MR, patches, FPs) to remain up-to-date on all maintenance checks

Cloud Support Activities

Governance for AEM as a Cloud Service

Technical governance to assist AEM as a Cloud Service Customers in adhering to industry standards and best practices for code hygiene and pipeline manager

Extension Break-Fix Support for AEM as a Cloud Service

Provide assistance in troubleshooting and recommend approach to fixing customization and configuration for a single issue that is not working as expected

Customization Best Practices for AEM as a Cloud Service

Assist Customer in analyzing adding functionality not available in the base AEM as a Cloud Service

Online 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

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

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.

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.

24X7 P1
Phone Support

Named Support Contacts (Users authorized to interact with support) system can talk to an Adobe expert

Live Chat Support*
Chat Support

Start a chat session to get answers & help with case submission
Not all products have live chat support.

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*.

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 a Premier Support contract.

Go-Live   Activity 1   Activity 2

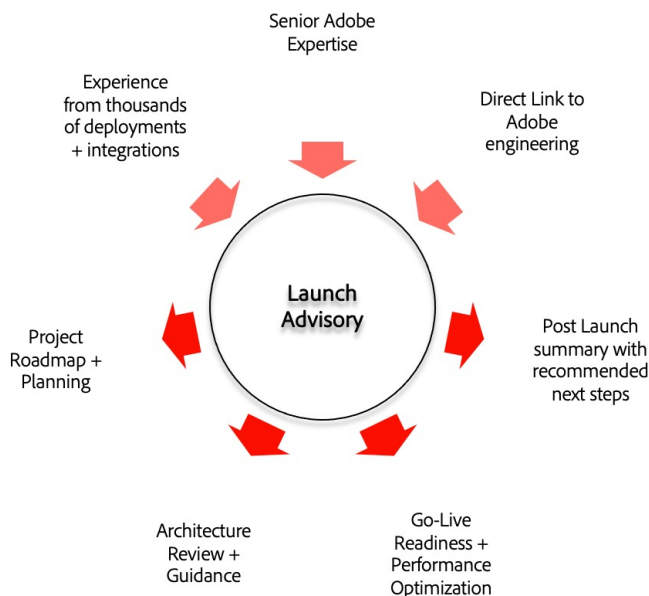| Implementation	Run & Operate

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
- Engagement summary

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

Senior Adobe Expertise

Experience from thousands of deployments + integrations

Direct Link to Adobe engineering

Project Roadmap + Planning

Launch Advisory

Post Launch summary with recommended next steps

Architecture Review + Guidance

Go-Live Readiness + Performance Optimization

Resources

Experience League Support	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.
Training	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.
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.
Office Hours	Office hour sessions provide live, educational trainings and solution-specific tips for success with Adobe Experience Cloud solutions
Terms and Conditions	A detailed description of Elite Support

Regional Hours Of Operation And Language Support

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

Americas	Europe, Middle East & Africa	Asia Pacific	Japan
6 am – 5:30 pm	9 am – 5 pm	9 am – 5 pm	9 am – 5:30 pm
Language support only available in English and Japanese			

Unparalleled Expertise

Accelerated Support

Strategic Advice