

Enterprise Support – Personalized Support and Proactive Services

		Online Support	Enterprise Support
Assigned Experts	Named Support Engineer		
Support Services	OnlineSupport	Business hours	24x5
	24x7x365 P1 IssueSupport	✓	✓
	Named Support Contacts (6 per product)	4	10
	Phone Case Submission		✓
	Escalation Management & Accelerated SLTs		✓
	Service Reviews per Year		2
	Expert Sessions per Year		2
	Event Monitoring		✓
	Environment Review, Maintenance & Monitoring		
	Release, Migration, Upgrade & Product Roadmap Review		
	Cloud Support Activities – Experience Manager as a cloud		✓
	Launch Advisory – First year of new solution		✓
Field Services	Field Service Activities		2

Service Level Targets: Initial Response

Priority	Online Support	Enterprise Support
PRIORITY 1 A catastrophic production Incident that severely impacts the operability of the product to cease from functioning properly, or usability of the Product is completely down or not functioning, or that results in a loss of production data or services and no work around exists.	24x7/ 1 hour	24x7 / 30 minutes
PRIORITY 2 A major Incident where the product is operating, but in a reduced capacity that severely impacts the business operations and productivity, or that results in a loss or unavailability of data or services and no long-term work around exists.	Business hours/ 4 hours	24x5 / 1 Hour
PRIORITY 3 A medium-to-low impact Incident that affects non-critical functions of the product, or that results in a loss or unavailability of data or services and a work around exists	Business hours/ 6 hours	Business hours/ 2 hours
PRIORITY 4 Enhancement request or general question	Business days/ 3 days	Business day / 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 Premier Enterprise program services, benefits and support metrics.



Named Support Contacts

Authorized users can submit issues through all available channels and interact with our technical support team on behalf of your company.



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



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



24x7 P1 Phone Support

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



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*

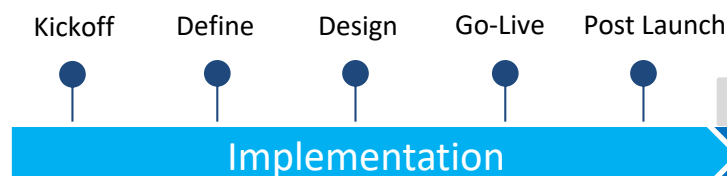


Self-help Portals 24/7 Support Portal

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*.

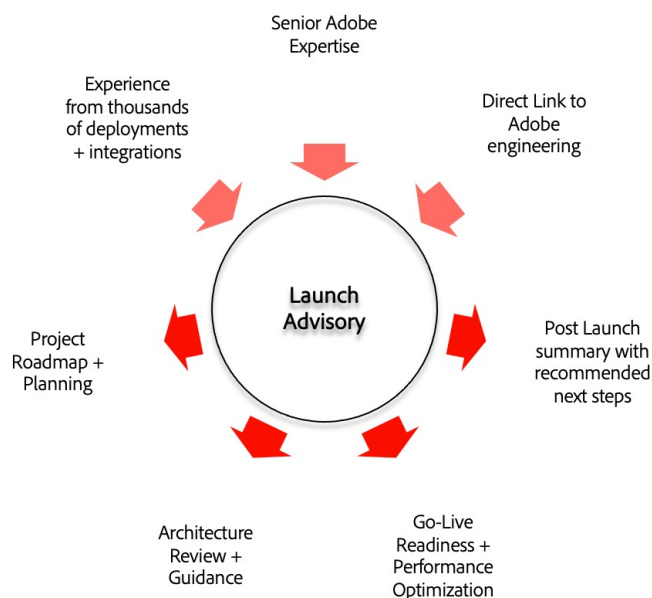


Adobe solution experts help validate requirements, architecture, development process, and launch readiness reviews with **best practice-based guidance** to customers and implementation partners.

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
- 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 a Premier 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

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 Enterprise 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**



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