

Adobe Platinum Maintenance and Support

Extend the value of your investment in Adobe solutions



With Adobe Platinum Maintenance and Support, you experience

- Cost-effective access to critical skill sets
- Enhanced business performance and competitiveness
- Accelerated speed to implementation
- Ability to focus on core competencies
- Increased ROI on technology investments

Your organization has made significant technology investments in mission-critical applications to help streamline operations, improve customer service, and enhance your competitive edge. Maximizing the potential of your investment depends on how effectively you can put the technology to work. And by minimizing application downtime, you can reduce maintenance costs while focusing your resources on new business opportunities.

Adobe Platinum Maintenance and Support provides the technical and operational expertise to help you get the most out of your Adobe solutions. Through a proactive and flexible support program, Adobe Platinum Maintenance and Support helps keep your strategic applications running smoothly so that you can focus on your business.

Flexible support program with service enhancements to meet your unique business needs

To succeed in today's business environment, enterprises need organizational agility. And as your business priorities change, so do your technology support requirements. Adobe's support services provide the right support when you need it most, increasing the efficiency and performance of your organization through proactive, reactive, and predictive support offerings.

When choosing the most appropriate Adobe support offering for your organization, factors to consider include:

- Strategic value of the software investment and the impact of downtime on your business
- Type and volume of products purchased
- Integration requirements with your enterprise infrastructure
- Number and type of end users (business versus technical)
- Availability and skill sets of internal resources

Based on your requirements, your Adobe account representative can work with you to select the program that's right for your organization.

Platinum Maintenance and Support

Platinum Maintenance and Support is a comprehensive package designed to meet the needs of Adobe enterprise customers who have deployed mission-critical applications. In addition to a range of support services, it offers personalized service. Senior-level support consultants provide an in-depth understanding of the customer's technical requirements.

Optional support components

Easily customize your Platinum Maintenance and Support program by purchasing service enhancement options as you need them. Contact your Adobe account representative to help you determine the most appropriate custom support program for your needs.

The Platinum Maintenance and Support program includes:

- Service for up to four authorized technical contacts from your organization
- Unlimited phone access to support consultants
- Prioritized, toll-free phone service
- Priority-level case response times
- 24 hours a day, 7 days a week mission-critical support*
- Unlimited access to the Adobe online support service
- Remote diagnostics
- Product upgrade releases
- Maintenance releases
- Patches and hot fixes

*Note: 24 hours a day, 7 days a week mission-critical support is provided by telephone 365 days a year. Noncritical issues are responded to during standard regional business hours. For more details about standard regional business hours for Platinum Support and case priority definitions, visit www.adobe.com/support/programs/policies/sla.html.

Optional service enhancements are available to customize your support package:

- Additional contacts
- On-site support
- Technical Account Manager

Adobe's online support services offer customers greater choice and flexibility through the following extended support offerings:

- Knowledgebase—Search for information and resolve technical issues whenever you want. Visit kb.adobe.com/selfservice/microsites.
- Customer Support Portal—Log your case directly into the corporate database and then view and update it over the web at your convenience. Visit www.adobe.com/go/supportportal.
- Remote diagnostics—Get remote live assistance by having Adobe Customer Support representatives log directly into your computer.

The right answers, when you need them

Adobe combines state-of-the-art technology and a highly skilled team to deliver world-class support through an international infrastructure. Support centers are strategically located in North America, Europe, India, and Japan.

Adobe support consultants have access to a global customer support database, allowing you to benefit from the most up-to-date technical information and obtain fast, consistent responses to your concerns.

With Adobe Platinum Maintenance and Support, you can be confident that your investment in Adobe solutions is efficiently managed, enabling you to focus your organization's time and resources on improving your business.

For more information

The list of products covered by Adobe Platinum Maintenance and Support is subject to change. For the most current list, or for more details about Adobe Platinum Maintenance and Support, visit www.adobe.com/support/products/enterprise.



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