Advantage Support Program

Personalized support with the highest level of responsiveness and support expertise

When you put Adobe technology at the heart of your business, your ability to maximize your investment depends on how effectively you can put the technology to work. Ensure success with a support program tailored to your needs from Adobe experts who understand your unique technology landscape and business requirements.

With the Advantage Support Program, you can get -

- Support coverage tailored to your specific needs and priorities
- Designated Adobe support experts in your region
- Enhanced responsiveness for business critical issues
- Timely service reviews for continual imrpovement

The Adobe Advantage Support Program offers personalized and priority support coverage as an enhancement to the Adobe Gold Support Program through designated Adobe support experts - the Advantage Support Team. Your designated Advantage Support Team will directly handle your support cases and manage escalations to mitigate risks and enhance your solution performance.

Personalized Support and Service Management

- The Advantage Support Team offers expert support based on your unique needs and requirements
- The team directly coordinates all your technical support needs with timely service reviews for continual improvement

Highest Level of Responsiveness

- The program facilitates fastest incident-response times of 30 minutes for business critical issues
- The Advantage Support Team operates in your region to work with you on a daily basis with high accessibility

Highest Level of Support Expertise

- The program gives you access to best practices derived from multiple successful deployments
- The designated team advocates on your behalf to leverage the best Adobe resources available in offering you solutions as quickly as possible

IS ADVANTAGE SUPPORT PROGRAM FOR ME?

The Advantage Support Program is designed for Adobe customers -

1. Investing in Adobe products for mission critical business needs
2. Seeking a more hands-on technical relationship with Adobe for a critical solution
3. Requiring customized support for complex IT environments

Service Enhancements

Adobe Advantage Support Program provides high touch expert support coverage to facilitate the highest level of responsiveness.

Features and Benefits	Gold Support Program	Advantage Support Program
24 x 7 Critical Issue Support	✓	✓
Case Intake	Priority Phone Queues	Direct Access
Issue & Escalation Management	Tiered	Direct
Target Response Time*		
Priority 1	1 hr	30 mins
Priority 2	2 hrs	1 hr
Priority 3	4 hrs	2 hrs
Designated Adobe Specialists		✓
Direct Access to Solution Experts		✓
Quarterly Case Review		✓

*Definition:

Critical (Priority 1)   : The problem results in extremely serious interruptions to a production system
Urgent (Priority 2)   : The problem results in serious interruptions to normal operations, will negatively impact an
                                      enterprise-wide installation, urgent deadlines or at risk
Important (Priority 3) : The problem causes interruptions in normal operations
Minor (Priority 4)   : The problem results in minimal or no interruptions to normal operations

For more information
To learn more about the Advantage Support Program, visit:
www.adobe.com/support/programs/enterprise/premium/