Adobe

ULTIMATE SUPPORT

Adobe Support plans go above and beyond reactive problem solving to bring you a new kind of personalized experience that will keep your business steps ahead of any issue. Engaging with our deep technical expertise and innovative support model will amplify your technology performance and realize the potential of your Adobe solutions.

Deep technical expertise for quick, seamless resolution to technical challenges

Proactive insights to enable better decision making and business critical performance

Personalized support experience to help you achieve higher operational efficiency

The Ultimate Support plan offers high-touch support with personalized, proactive expert care and guidance for customers with urgent needs and complex use cases. Your Adobe environment will be securely and efficiently managed by a team of experts—who are familiar with your environment and focused on improving technical quotient and accelerating value realization for your business.

Proactive technical health
Get business critical value from proactive technical and operational support services.

Prioritized resolution
Skip the line and get to resolution faster with prioritized routing across all support channels (web, chat, and phone).

Performance optimization
Implement with best practice guidance and maintain peak performance across solutions.

Designated team of experts
Designated Technical Account Manager backed by a team of experts deliver a holistic, personalized experience.

What you get

I. Proactive technical health

Maintain a high level of technology performance
Take advantage of proactive guidance such as service delivery planning, health check, maintenance and best practices, upgrade/migration reviews, and use-case recommendations.

Align with Adobe solution roadmap to minimize risk
Review the future roadmaps of Adobe solutions, compare and align your roadmap with ours to mitigate risk and plan for major changes.

Organize and run key events successfully
Experts review and report on your environment—offering guidance and support across planning, monitoring, and execution stages.

II. Performance optimization

Implement with best practice guidance
Help with adoption and rollout of your solution design with best practice launch and enablement advisory for net new implementations.

Stay updated on the latest solution version
Review new features and determine necessary maintenance and troubleshooting activities to prepare for the latest versions and platforms.

Get to the root of the problem
Our experts will deep dive into your most critical issues (P1 & P2) and perform a root cause analysis to prevent future occurrences.

III. Prioritized resolution

Get helped first
Skip to the front of our line and get prioritized, personalized support from our experts who are always available to answer questions or help with case submission.

Join & grow in an exclusive community
Access to an elite community of Adobe experts and fellow learners. Connect, collaborate, ask questions, get tips from other customers, and celebrate successes.

Maximize uptime with prioritized technical support
Get expedited support with more aggressive SLAs for unlimited number of issues, root cause analysis for P1 & P2 issues, and personalized escalation management.

IV. Designated team of experts

Build personal relationships with your Adobe team
Designated Technical Account Manager and Support Services Manager backed by a team of experts orchestrate a holistic, personalized support experience across solutions, champion feedback and issues, coordinate regular service reviews, and provide personalized insight into critical service outages.

Learn one-on-one from the experts
Technical Account Managers share guidance and best practices around specific features across solutions.

Overview of features

Feature	Description	Ultimate (Paid)
Support channels	Online	Personalized
	Phone	Prioritized
	Experience League	✓
	Forums	Personalized elite community
	Self-help videos	✓
Support team		· Designated Technical Account Manager · Support Services Manager · Designated experts
Technical support	Outage management	Prioritized with root cause analysis
	P1	24x7
	P2	24x5
	P3	24x5
	P4	Business hours
	Escalation management	Expert, personalized
Proactive technical + operational support	Environment review	✓
	Roadmap reviews	✓
	Maintenance & monitoring	✓
	Upgrade & migration reviews	✓
	Release preparation & review	✓
	Knowledge transfer	✓
	Event monitoring (limited)	✓
	Implementation launch advisory	✓
Service level target	Initial response times	Preferred
Add-ons (chargeable)	Technical Account Director	✓
	Event Management	✓
	Advanced Cloud Support	✓

Mentor Sessions, Developer Boost, and Priority Queue Bundle add-ons are complimentary inclusions with the Ultimate Support plan.

Speed of initial response

Priority	Ultimate
PRIORITY 1 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.	**15 mins (24x7)**
PRIORITY 2 Customer's business functions have major service degradations or potential data loss, or a major feature is impacted.	**30 mins (24x5)**
PRIORITY 3 Customer's business functions have minor to no degradation of services with a solution/workaround allowing business functions to continue.	**1 hr (24x5)**
PRIORITY 4 General question regarding current product functionality or an enhancement request.	**1 day (Business hours)**

Support add-ons

3 support add-ons are available to supplement your Ultimate Support plan. You can choose one or more add-ons to receive enhanced support and maximize value.

Technical Account Director
Your lead technical resource who provides leadership oversight, owns executive engagement, and ensures governance to maximize your business outcomes.

Event Management
End-to-end leadership and support to manage the entire lifecycle of your key events such as go-lives, campaigns, product launches, rollouts etc.

Advanced Cloud Support
Top-tier care and value assurance for Adobe Experience Manager customers to speed up your transition to the cloud.

To learn more about Adobe Support plans, contact your Adobe representative or Customer Success Manager.