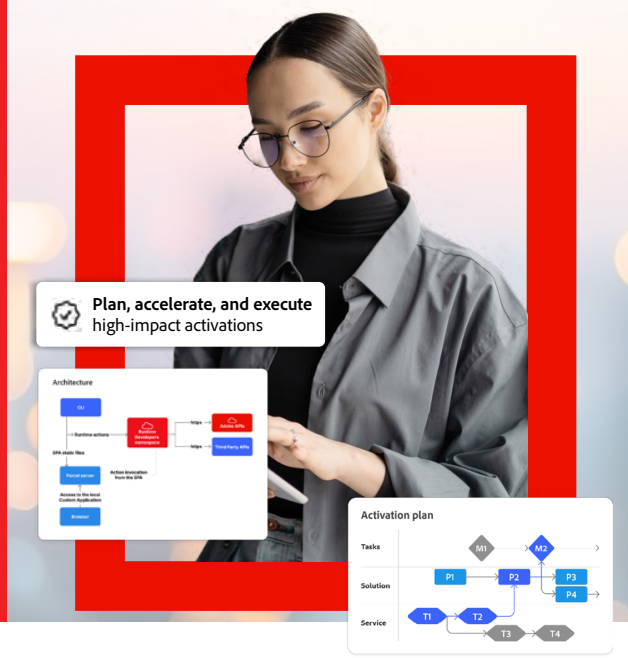
Adobe

Datasheet

Adobe Ultimate Success with Integrated Services

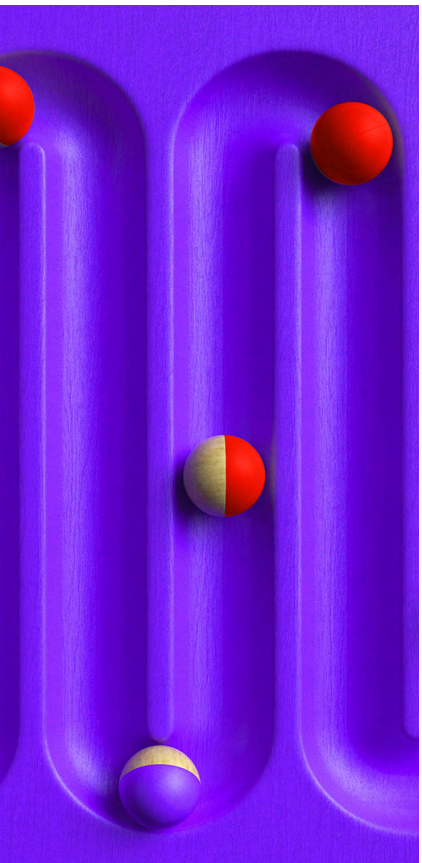


Adobe Ultimate Success with Integrated Services is a premium subscription that pairs strategic guidance with hands-on delivery to help you drive continuous momentum and measurable outcomes from your Adobe apps.

This offering builds on the foundation of Ultimate Success, which includes access to a Customer Success Manager (CSM), Technical Account Manager (TAM), Support Service Manager (SSM), 24x7 support, and Success Accelerators. This team is focused on helping you adopt best practices, maintain system health, and realize long-term value.

Integrated Services extends this model by introducing a designated Enterprise Architect (EA) and a pooled team of Adobe consultants who execute targeted, agile Activations—short, high-impact engagements designed to help you configure, optimize, and launch key use cases faster. This subscription approach eliminates delivery friction and allows your team to move with speed and confidence throughout your lifecycle.

Integrated Services provides dynamic expertise to plan, accelerate, and execute high-impact activations using your Adobe apps.

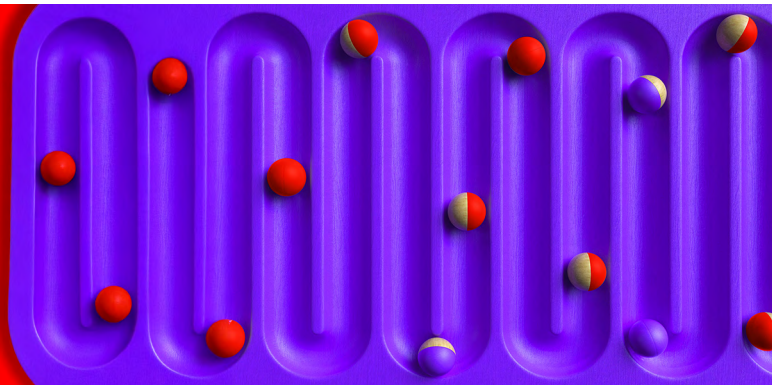


What's Included

- A named Enterprise Architect (EA) to drive your technical roadmap and use case prioritization— in conjunction with your CSM, TAM, and SSM.
- A dynamic team of Adobe consultants delivering hands-on Activations in 4–12 week agile sprints.
- Access to Success Accelerators for strategy, readiness, and best practice guidance from field engineering.
- Always-on, dynamic model with no SOWs or project scoping required.

Key Benefits

- Faster time to value with hands-on support throughout the lifecycle
- Scalable engagement model to support changing business priorities
- Reduced operating friction with a simplified subscription approach
- Seamless collaboration with Adobe teams and SI partners
- Strategic execution guided by Adobe-grade expertise

Overview of features

	Expert Success (Included with license)	Ultimate Success	Ultimate Success with Integrated Services
Designated team	Pooled team of support engineers	• Designated Technical Account Manager • Designated Customer Success Manager • Designated Support Service Manager • Pooled team field engineers delivering Success Accelerators • Pooled team of support engineers delivering priority issue support	Ultimate Success plus: • Designated Enterprise Architect • Pooled team of Adobe Professional Services experts delivering hands-on activations
Proactive business + technical success	Value & Adoption Activities	• Upgrade & migration reviews, release preparation • Product roadmap reviews, Environment reviews • Aligned technical and strategic roadmaps • Key event preparation and planning • Planning for relevant and timely enablement • Technical best practices and industry guidance • Advocating/aligning with product teams • Unified plan to achieve key business objectives - Mutual Action Plan (MAP)	Ultimate Success plus: • Flexible access to Adobe experts to support evolving business needs • Outcome-driven engagements, typically 4-12 weeks in duration • Targeted activations to configure, optimize, and execute specific use cases • Specialized guidance to accelerate the shift from strategy to execution • Continuous support and adaptability to stay aligned with changing priorities
Technical support	• P1: 24x7 issue support • P2, P3, P4: business hours support • Standard outage management • Pooled escalation management	• P1: 24x7 issue support • P2/P3: 24x5 issue support • P4: business hours support • Prioritized outage management • Designated expert escalation management	Activations such as a targeted fix provide hands-on support with custom code to address remediation efforts identified through support troubleshooting
Success Accelerators	Not included	Success Accelerators scheduled on a regular basis by the TAM & CSM (see Success Accelerators Catalog for more information)	Success Accelerators scheduled on a regular basis by the TAM & CSM (see Success Accelerators Catalog for more information)
Hands-On Activations	Not included	Not included	Hands-on activations are scheduled regularly, one at a time, by the Enterprise Architect (see Activation Menu for more information)