



# DRIVING SUCCESS WITH DESIGNATED SUPPORT.

Learn how to support your people, processes, and technology with strategic guidance from Premier Support.

Experience-driven businesses **grew revenue 1.4x faster** than other companies in the past year.

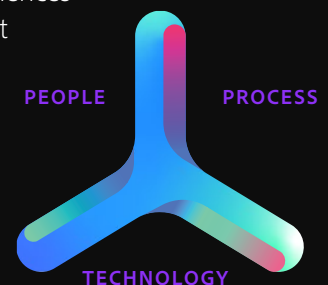
— *“The Business Impact Of Investing In Experience,”* A commissioned study conducted by Forrester Consulting on behalf of Adobe, April 2018.

Delivering exceptional experiences to your customers and employees requires more than the right tools. You need robust solutions that allow you to make—and meet—ambitious goals. Your teams need guidance as they adopt new systems and tools. And your internal processes need to evolve to meet customer expectations in the era of experience.

Simply put, delivering exceptional experiences requires a deeper commitment to the technologies, people, and processes that drive your organisation’s success. Premier Support was designed to help you make that commitment. By offering comprehensive and strategic support to your teams as they navigate complex solutions and build new processes, your designated Premier Support team gets to know your unique business challenges—and helps you overcome them.

Premier Support is much more than an IT help desk. Your designated team can also provide enablement assistance for your employees and help you build the critical processes and training you need to drive better experiences for everyone. So in addition to tech support, Premier Support also helps you with the following:

- Find fixes fast and resolve issues quickly.
- Proactively plan for upcoming marketing goals.
- Prepare your team for new releases and updates.
- Reduce risk with event readiness.



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Companies that focus on the customer journey earn more than a **54% greater return** on marketing investment than those who don't.

— "The Eye-Popping ROI of Customer Journey Mapping,"  
Aberdeen Group, 2017.

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Premier Support eases the frustration of adopting new technologies and systems. Our experience experts bring deep knowledge of Adobe solutions to your team and help you achieve these milestones:

- Manage technical agendas and remove barriers to success.
- Create a stable and robust technical environment.
- Administer, deploy, and run Adobe Experience Cloud products with ease.

To learn more about the technical expertise that Premier Support provides, read our article "[Take the Technical Out of Your Tech.](#)"

Premier Support is an enhanced support experience designed to drive high performance and maximise value. When you join the program, you'll work with a designated team who'll help you with the following:

- Evolve your teams and build expertise.
- Guide your teams to improve product adoption.
- Develop roadmaps for long-term success.
- Establish processes for product enablement, event readiness, deployment, and more.

You can learn all about these benefits of Premier Support in our article "[Stronger Experiences Start with Support.](#)"

## ADOBE CAN HELP.

Premier Support is an enhanced support experience designed to help your business maintain a high-performing system while realising the maximum value of your investments. With a designated support team, streamlined issue management, proactive planning, and event readiness, Premier Support offers comprehensive and strategic help across your organisation.

To become a business known for the excellent experiences it provides, start by maximising your investments with Premier Support.

Learn more about how we can help.

[Learn more](#)



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