

4Point

With extensive expertise and experience in Adobe's enterprise solutions, 4Point's professional services and our industry-leading technical and application support deliver customer satisfaction that lasts.

www.4Point.com



SOLUTION PARTNER
Gold





Looking for Adobe Technical Support?

Get answers quickly. 4Point has the largest authorized Adobe enterprise support center based in North America and works closely with Adobe to ensure that you get the help you need.

We offer bilingual maintenance and support on an annual contract for all of Adobe's enterprise products in Canada.

Our support team is backed by the 4Point services team, the largest Adobe enterprise solution consulting practice in the world. We work together to ensure our customers' satisfaction.

4Point is committed to providing you with the highest levels of support and service to ensure your needs are addressed and met expediently and professionally. We are the experts on Adobe enterprise products.

4Point Enterprise Support Program

4Point's enterprise support program mirrors Adobe's standards for enterprise Platinum Support. That means that you get the Adobe authorized program from the largest Adobe support organization based in North America.

4Point has an annual Adobe enterprise support package that offers unlimited contact via phone or e-mail for up to four authorized contacts within your organization twenty-four hours a day, seven days a week, three hundred and sixty-five days a year.

Who Can Contact Support?

Our enterprise support program allows your organization to designate four contacts within your company. On your initial call to 4Point Support, simply provide us with the names, phone numbers, fax numbers, and e-mail addresses of your authorized contacts. After that, any one of the four designated contact points is free to contact us at any time. And if you need to make a change, remove a contact and add another, contact us directly and we'll make the change.

Your Case Number

Our case tracking system ensures that we accurately respond to your technical issues. Upon initiating a support case, the system automatically generates a unique case number and forwards it to your attention via e-mail.

Products We Support



Adobe Enterprise Product Family

Adobe Acrobat®

Adobe Central™ Output Server Family

Adobe ColdFusion®

Adobe Flex™

Adobe LiveCycle® products



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Referencing this number on each subsequent call ensures that you get up-to-date information and can accurately track your support case to its resolution.

Case Priority Response Times

In order to serve our support customers as expediently as possible, and resolve all critical issues swiftly, the 4Point support team helps you rank cases according to a defined priority level, and responds accordingly:

- Critical (Priority 1) - Response time is one business hour.
- Urgent (Priority 2) - Response time is two business hours.
- Important (Priority 3) - Response time is four business hours.
- Minor (Priority 4) - Response time is eight business hours.

For further information on how we rank cases, review the case priority definitions on our website at <http://www.4Point.com/maintenance-support-guide.html>.

Reporting a Technical Issue

We offer as many options as possible to help you initiate a support case and resolve your technical issue.

You can contact us directly via e-mail at support@4point.com, by calling us toll-free at 877-469-3627 (English) or 888-743-3623 (French), or by completing a support case form on our website at <http://www.4point.com/initiate-support-case-form.html>.

Find out how 4Point Support can help you maintain your Adobe enterprise applications. Call us at 866-485-2999 or visit us at www.4Point.com/support.

Our Support Customers

4Point provides technical support to numerous organizations in Canada, including:

- Agriculture & Agri-Food Canada
- Canada Revenue Agency
- Canadian Blood Services
- Canadian Food Inspection Agency
- City of Edmonton
- City of Winnipeg
- Environment Canada
- Novartis Pharmaceuticals Canada Inc.
- OA Solutions Inc.
- Province of Alberta
- Saskatchewan Government Insurance
- Scotiabank
- TIC Travel Insurance
- Toyota Motor Manufacturing Canada
- Treasury Board of Canada Secretariat
- WeirFoulds LLP
- York University



Extend Your Reach.

Corporate Headquarters

Four Point Solutions Ltd.
106 Colonnade Road, Suite 210
Ottawa, Ontario, Canada
K2E 7L6
T. +1 613.907.6400
F. +1 613.225.1571

EMEA Headquarters

Four Point Solutions EMEA Ltd.
1 Exchange Place
International Financial Services Centre
Dublin 1, Ireland
T. +44 203.051.7004
F. +35 387.814.6265

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