

THE 4POINT VALUE

Adobe Expertise

AEM 6.x Specialist

Over 50 Adobe certifications

Leadership Expertise in AEM Forms, AEM Sites & Assets, Adobe Campaign, LiveCycle and Central

Adobe Premier Solution Partner

Adobe Momentum Partner of the Year - 2014

North American Based Support

Tier 1 Adobe Product Support

Application Support

Adobe-Certified Trainers

Adobe Experience Manager (AEM)

Adobe LiveCycle

Strong Professional Services Team

Experience with wide range of projects, from turnkey installations, to strategic business analysis and custom solution implementation.

APPLICATION SUPPORT

Overview

Application Support is provided to clients who have made a significant investment in applications built, using Adobe technology. It is catered to clients that would benefit from having an experienced team available to provide back-up to their own in-house IT resources.

Going Beyond Adobe Product Support

4Point Application Support augments product support by extending support to cover applications built on the Adobe platform, offered at a predictable annual cost.

We focus on the performance of your application, not just the product, giving you the personal touch desired most when problems arise.

Easily accessible online, by email, and by phone; 4Point Application Support assistance is available when you need it; no need to worry about vacations, sick leave or staff turn-over.

Application Support

Application Support covers solutions built with Adobe Enterprise Technology:

- Focus is on performance of the solution
- Transaction Testing included in Application Support contract
- Regular Monthly Reporting provided to customer
- Quarterly Reviews with customer
 - Dedicated time with stakeholders in order to discuss overall solution performance
 - Overview of past quarter. Calls/Issues/Cases/Reports
 - New business requirements (upgrades, training, development)
- Support Assistance Monday to Friday 8am-8pm EST and 24/7 for Critical Issues
- North American based AEM support experts
- Support Portal access to log and track support cases and browse through the knowledge base
- Enhanced Adobe Product Support delivered by 4Point North American team
- 4Point Application Support customers receive 10% off 4Point Training Courses over the term of the contract.

Issue Classification

4Point will provide maintenance and support in accordance with the following issue classifications outlined as Critical, Severe, Medium and Low.

Error Level	Issue	Initial Response Time	Resolution Response Time	Communication Updates to Customer
1	CRITICAL	4Point shall use reasonable efforts to respond within four (4) business hours of notification	If required, provide a "hotfix" or "patch" within ten (10) business days of notification	Every two (2) hours + end of business day
2	SEVERE	4Point shall use reasonable efforts to respond within eight (8) business hours of notification	If required, provide a "hotfix" or "patch" within twenty (20) business days of notification	Every four (4) hours + end of business day
3	MEDIUM	4Point shall use reasonable efforts to respond within five (5) business days of notification	If required, provide a "hotfix" or "patch" within thirty (30) business days of notification	Every business day
4	LOW	4Point shall use reasonable efforts to respond within ten (10) business days of notification	Next Release	Every two (2) business days

Turn-Around Time

Turn-around time to assign consultants to work on issues reported will be based on the issue's criticality.

4Point will provide an initial response to each issue within the timeframe noted on the chart above based on issue classification.

Project-Based Work

Expand Application Support to leverage 4Point's wide range of expertise to help you address the following project-based requirements:

- Application development
- Form Development, Maintenance and Support
- Training
- Product Installation and Implementation

"WORKING WITH 4POINT IS IN MANY WAYS LIKE WORKING WITH A FELLOW MEMBER OF ADOBE; THE DEEP-ROOTED RELATIONSHIP THAT ADOBE HAS WITH THE 4POINT TEAM STEMS FROM YEARS OF COLLABORATION. 4POINT IS TRULY CONSIDERED AN EXTENSION OF THE ADOBE ENTERPRISE OPERATION."

HOWARD ZEMEL
ADOBE SYSTEMS, INC.

ISSUE CLASSIFICATION

CRITICAL – Your organization experiences real or perceived data loss or corruption or an essential part of the system is unusable.

SEVERE – Your organization's effectiveness is severely compromised for an essential part of the system although all essential parts of the system can be used.

MEDIUM – Your organization's effectiveness is compromised, though not severely.

LOW - Your organization can circumvent the problem and use the system with only slight inconvenience.

FOR MORE INFORMATION

Call:
1 (866) 485-2999

OR

Email :
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