

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.

ENHANCED ADOBE PRODUCT SUPPORT

4Point Support Representatives have years of experience with Adobe enterprise product support, and work in conjunction with the Adobe Escalations and Engineering groups to offer First Level support to clients, 8am - 8pm ET, Monday through Friday.

4Point Enterprise Support Program

4Point's Enterprise Support program mirrors Adobe's standards for enterprise Platinum Support, and offers one-on-one service to two (2) authorized contacts within your organization, 24 x7.

Exclusive access to 4Point's web-based support portal, to log and track their support cases online, and access the 4Point Support knowledge base.

Extended Adobe Support

- 4Point will manage Adobe product-related support issues
- North American based support
- Communication channel of your choice:
 - By Phone
 - By Email
 - By Online Portal
- Support to address environmental support issues (platform, network, OS versions, configuration, and security concerns)

Products We Support

- Adobe Experience Manager (Forms & Sites)
- Adobe Campaign
- Adobe LiveCycle
- Adobe Central Output Server

Case Priority Response Times

Critical - Response time is one business hour.

Urgent - Response time is two business hours.

Important - Response time is four business hours.

Minor - Response time is eight business hours.

Contact 4Point Support

Telephone: 1 (877) 469-3627

Email: support@4Point.com

Online: www.4Point.com