WHITEPAPER
Foundation Customer Care

In this document we review 4Point Foundation Customer Care which is an augmentation of Adobe Experience Manager Support and provides a holistic and comprehensive offering for organizations using Adobe Experience Manager and Adobe Experience Manager Forms.

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CUSTOMER CARE

4Point Foundation Customer Care is an augmentation of Adobe Experience Manager Support and provides a holistic and comprehensive offering for organizations using Adobe Experience Manager, especially Adobe Experience Manager Forms.

4Point's focus is a "comprehensive ongoing customer engagement" view that allows customers to call in when needed and get answers you need and resolve issues quickly and effectively. 4Point ensures a single point of contact regardless of the type of issue or the specific nature of the questions. This avoids customer confusion about who and where to call. 4Point will liaison with Adobe on a Customers behalf if required. 4Point exceeds industry standards and encourages customers to call even if they think it might be a problem is in another application that appears in the forms – we will help you work through the issue and provide the details you need to present to the other vendor or development team, so your issue is resolved fast.

For all support levels, 4Point will:

- Provide access to 4Point's web-based support portal, to log and track support cases online.
- Manage Adobe product-related support issues
- Provide North American based support
- Use the communication channel of your choice:

  - By Phone
  - By Email
  - By Online Portal

- Address environmental support issues (platform, network, OS versions, configuration, and security concerns)

CUSTOMER CARE

PRODUCTS WE SUPPORT:

Adobe Experience Manager Sites

Adobe Experience Manager Assets

Adobe Experience Manager Forms

Adobe LiveCycle

Adobe Central Output Server

4POINT VALUE

NORTH AMERICAN SUPPORT CENTER

4Point Foundation Customer Care is a North American based team with experience to provide you with:

- Expertise in Adobe Products
- Flexible support hours
- Knowledge in a wide range of deployment, installation, and performance needs

EXPERTS IN FORMS

4Point is the acknowledged expert in Adobe Experience Manager Forms. 4Point is:

- An Adobe Gold Solution Partner
- Specialized in Adobe Experience Manager Forms
- Certified in Sites, Assets and Forms

EXPERTS IN ADOBE EXPERIENCE MANAGER AND LIVECYCLE

4Point has a deep and long history with Adobe Forms products:

- Our team has experience with Adobe LiveCycle in addition to our certifications on Adobe Experience Manager Forms
- Our team has over 250 years of collective forms experience in a range of products
- Development and implementation of forms in multiple industries and diverse situations - if you can do it with forms, we have done it

ADOBE EXPERIENCE MANAGER PRODUCT SUPPORT

4Point Foundation Customer Care is your single point of contact. We manage the relationship with Adobe Support for you, including:

- Confirming, logging and following up on bugs that are identified by the organization
- Informing you immediately if a problem is a known issue
- Providing any workarounds or alternatives if possible

CONTACT 4POINT FOUNDATION CUSTOMER CARE

Telephone: 1 877 469-3627
support@4point.com

www.4point.com

4POINT VALUE

ASSISTANCE WITH SERVICE PACKS

Ensuring your installation is up to date with the service packs provided by Adobe is critical. 4Point Foundation Customer Care assists you with activities such as:

- Recommendations on Service Pack installation
- Assistance in access to Service Packs
- Planning Service Pack installation

INFRASTRUCTURE ASSISTANCE

Keeping your installation running properly is more than just responding to problems. It requires a proactive approach that reviews and checks your system to find problems before they affect your operation.

4Point Foundation Customer Care assists you with activities such as:

- Regular review and analysis of key system health metrics
- Recommendations for improvements or changes to maintain the health of your installation
- Recommendations for changes to your system to ensure continued effective operation

VERSION UPGRADE PLANNING

Ensuring your installation is on the most current version of the software is critical. 4Point Foundation Customer Care assists you with activities such as:

- Planning for your upgrades
- Identification of critical issues and changes in your application that will be required
- Recommendations for testing and post-upgrade analysis

REGULAR STATUS REPORT AND CALL

4Point foundation Customer Care will set up a regular status meeting with your team. This will ensure that:

- Your questions and concerns can be addressed quickly and effectively
- Any new items or issues can be identified and addressed
- Information and knowledge can be shared effectively

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QUARTERLY INFRASTRUCTURE REVIEW AND RECOMMENDATIONS

4Point Foundation Customer Care will set up a quarterly review of your infrastructure and systems. This will ensure that:

- Any possible problems or issues will be identified before they affect your operation
- 4Point can provide recommendations for improvements
- 4Point can provide advice on best practices to help you get the most out of your installation

INITIAL SETUP AND CONFIGURATION

4Point Foundation Customer Care can provide organizations with advice, recommendations and guidance on the initial setup and configuration of their Adobe Experience Manager installation regardless of the deployment method.
4Point Foundation Customer Care assists you with activities such as:

- users, groups and roles
- Adaptive Forms configurations
- different administration and configuration interfaces
- licenses, serial numbers and certificates
- locating log files, errors and other information about the installation

ASSISTANCE WITH FORMS SERVICES

4Point Foundation Customer Care can provide organizations with advice, recommendations and guidance on the implementation and use of Forms Services regardless of the deployment method. 4Point Foundation Customer Care assists you with activities such as:

- Best practices regarding Adaptive, HTML and PDF forms
- Forms development, utilization, and implementation
- Recommendations on how to test forms
- Recommendations on how to test accessibility in forms

ASSISTANCE WITH DOCUMENT SERVICES

4Point Foundation Customer Care can provide organizations with advice, recommendations and guidance on the implementation and use of Document Services
regardless of the deployment method. 4Point Foundation Customer Care assists you with activities such as:

- Recommendations regarding Assembler, PDFG, Digital Signatures and the Forms Portal
- Assistance and guidance regarding Document Services utilization and implementation
- Recommendations on how to test forms, signatures and document accessibility
- Assistance with Form Designer

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OSGI WORKFLOW RECOMMENDATIONS

4Point Foundation Customer Care can provide organizations with advice, recommendations and guidance on the implementation and use of workflows using OSGi regardless of the deployment method. 4Point Foundation Customer Care assists you with activities such as:

- Recommendations regarding workflows and how to implement them in OSGi
- Assistance and guidance regarding importing and exporting workflows
- Advice on how to test workflows

ASSISTANCE WITH CONNECTED SERVICES

4Point Foundation Customer Care can provide organizations with advice, recommendations and guidance on the implementation and configuration of other services connected to the installation of Adobe Experience Manager. 4Point Foundation Customer Care assists you with activities such as:

- Adobe Sign configuration and integration with Adobe Experience Manager
- Automated Forms Conversion Service configuration and operation
- Google reCAPTCHA configuration and integration with Adobe Experience Manager

ASSISTANCE WITH CONFIGURATIONS

4Point Foundation Customer Care can provide organizations with advice, recommendations and guidance on the implementation and configuration of supporting services and components. 4Point Foundation Customer Care assists you with activities such as:

- SSL configurations
- LDAP configurations
- OSGi Web Console configurations
- Logging configurations

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Customer Care Hours	
Available Customer Care Hours	8:00am to 8:00pm Eastern Monday to Friday *Excluding recognized holidays*
Critical Issues Customer Care Hours	24/7/365
Response Time Hours	
Critical, Production Down Issue	1 hour
Urgent Issues	4 hours
Important Issues	24 hours
Minor Issues	24 hours

Service levels indicate the number of business hours within which 4Point will acknowledge the receipt of the issue and begin to work on resolving the issue. Actual time to resolve the issue will vary based on the specific nature of the issue.

ABOUT 4POINT

4Point is the global leader in documents and forms. We have helped customers move from paper to digital for decades. This unmatched experience makes us experts in digital transformation. Our incomparable knowledge facilitates successful transformations from paper to digital, giving organizations limitless opportunities to save money, increase efficiencies, and enhance end-user experiences.

4Point is an Adobe Gold Solution Partner that specializes in Adobe Experience Manager Sites and Adobe Experience Manager Forms. Our team is certified and trained by Adobe. This combination of Adobe training and our unmatched experience allows us to transform organizations' processes from paper to digital around the world.

In 2003, the founding members of 4Point combined their expertise in software consulting, project management and sales to develop and support leading-edge solutions based on Adobe enterprise technology. As the company grew, 4Point added decades of experience in documents and forms. As it stands today, 4Point employs many of the original architects of the Adobe forms technology used by major global organizations. This gives them unmatched experience in the application of these technologies to your business problems.

Our expertise and focus in Adobe-based enterprise level document and form solutions helps your organization meet modern business challenges through the transformation from paper to digital. 4Point gives organizations limitless opportunities to save money, increase efficiencies, and enhance end-user experiences.

As Adobe technology has evolved, so has 4Point. We've progressed from building solutions around document output to delivering online forms and workflow applications that are beyond compare. With changing technologies, 4Point continues to build smart solutions, rooted in exceptional user experiences for your business and customers.