



NEED ROUND THE CLOCK AEM SUPPORT SERVICES?

Our AEM Maintenance and 24x7 Support Services can meet your business demands.

AEM APPLICATION MAINTENANCE SERVICES

With strong technical expertise, Youngsoft is your reliable partner for maintaining existing AEM applications or making any enhancements.



Patches, Upgrades



Fixing functional, technical, or GUI defects



QA Testing and updating the relevant defects



Assistance for any Enhancements

24x7 AEM Application Support Services



Youngsoft's AEM infrastructure and application monitoring support can ensure timely actions.



AEM infrastructure monitoring



AEM application availability monitoring



Packaged L1 and L2 Support



Dedicated support phone numbers and email boxes



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WHAT'S UNIQUE

about our 24x7 AEM SUPPORT SERVICES?



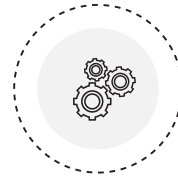
24x7 on-call
& email support



Monitoring manually
and/or with software
and tools



Creating and
prioritizing tickets



Analyzing Severity 1
& Severity 2 issues



Severity-based
SLA, Reports,
Escalation channels

WHAT'S UNIQUE

about our AEM MAINTENANCE SUPPORT SERVICES?

- Ensuring AEM application is up-to-date and healthy
- Collaborating and working with Adobe Support team on your behalf
- Ticketing system for management overview
- Resolving system defects based on intensity
- Scheduling and updating the work status

Time frame based Youngsoft's responses as per severity level:

Level of Severity	Support Tier	Acknowledgement	Work begins	Technical Resolution
Critical	Offshore Business Hours	15 minutes	30 minutes	ASAP
High	Offshore Business Hours	30 minutes	2 Hours	1 Business Day
Moderate	Offshore Business Hours	6 hours	1 Business Day	10 Business Days
Observational	Offshore Business Hours	1 Business Day	Based on Situation	Based on Situation



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Youngsoft's AEM application maintenance and support services can improve customer experience along with reducing operational costs. Our team of experienced AEM professionals is well-versed in providing industry-specific services. Connect to learn more about Youngsoft's AEM Application Maintenance and 24x7 Support Services.

Drop us a line to know more.

✉ communications@youngsoft.com

ABOUT YOUNGSOFT INC.

Founded in 1996, in Michigan, Youngsoft Inc. is an information technology company specializing in IT consulting, and staffing. Over the past two decades, the company has delivered cutting-edge tech solutions like AEM, Liferay, Business Intelligence, and more to a global clientele. With a futuristic vision, Youngsoft has spearheaded innovations in Healthcare IT solutions and implemented Industry 4.0 in a Box program, a flagship IIoT initiative in partnership with AWS (Amazon Web Services).

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