

We never sleep.

Keep your projects moving forward with Autodesk Support for Collaborative Project Management.

Increase your project team's productivity with the level of support services that best suits your business objectives. Basic Support is included with your Autodesk Collaborative Project Management purchase. Select Premier Support for dedicated attention from subject matter experts who spend time understanding your business.



With projects to complete and customers to please, you already have a well-defined process for collaborating with team members using Autodesk® Collaborative Project Management Solutions. Now you have to provide these solutions to users with the support they need to keep projects in motion. Enter Autodesk Support for Collaborative Project Management—we pick up where your implementation leaves off.

Every project owner has different objectives. Some focus on speed to completion. Others on cutting costs. Many balance both—and maintain a commitment to delivering high-quality projects and programs on time and on budget. With around-the-clock support services behind your Autodesk Collaborative Project Management Solution, you keep your extended teams working together efficiently and cost-effectively.

Choose Your Support

You select the level of support you need, from Basic Support, which is included in your Collaborative Project Management subscription, to Premier Support that gives you extra time and attention. Our flexible support services take the pressure off your IT staff by managing your on-demand Collaborative Project Management Solution day to day. By depending on us, you get the most return from your investment.

Basic Support

Included in your Autodesk Collaborative Project Management subscription, the Basic Support offering includes phone support from 6 a.m. to 6 p.m. Pacific time and around-the-clock access to web support with a live response in 24 hours or less. Web-based support is also available with the same response time.

Premier Support

Lean on us to help keep your Collaborative Project Management Solution flowing smoothly with Premier Support.

In addition to all the benefits of the Basic Support offering, you receive

- Unlimited 24x7 access to the frontline, Level 1 support agents at the Autodesk Collaborative Project Management Customer Support Center
- Dedicated Premier Support Managers assigned to designated contacts at your organization
- Premier problem resolution support

Autodesk®

Subject Matter Experts on Call

Go for Premier Support and you receive all the benefits of Basic Support in addition to a dedicated Premier Support Manager (PSM) focused on helping you meet your specific business requirements. Your PSM observes your projects' daily activities to help make sure that you receive exceptional support.

When you first purchase Premier Support, you meet with your PSM to communicate your requirements and jointly plan your use of Autodesk Support for Collaborative Project Management. Then you engage in regular status meetings to discuss support activities, monitor satisfaction levels, and discuss any adjustments required to meet your project collaboration objectives. If an issue ever needs escalation to other resources within Autodesk, your PSM closely manages the process to expedite resolution.

Premier Problem Resolution Support

When you are a Premier customer, you also gain premier problem resolution support for help with specific problems you may encounter while using your Autodesk Collaborative Project Management Solution.

- Directly access a team of Collaborative Project Management subject matter experts during regular business hours
- Receive priority case routing so your issues are resolved quickly

Measured Satisfaction

To help ensure and measure your satisfaction at any level of service, we send you a survey at the close of each support incident. Survey results consistently show high customer satisfaction with our support services—typically ranging between 4 and 5 points out of 5, the highest level of satisfaction. We regularly seek customer feedback to continually improve our level of service.

Learn More

To learn how Autodesk Premier Support Services for Collaborative Project Management can improve your productivity by further helping you connect people, information, and processes across your projects, contact your Collaborative Project Management sales representative or call 800-892-0449 (or 415-507-5627). You can also log a support case on the Collaborative Project Management support website at www.autodesk.com/cpmsupport.



Service	Basic Support	Premier Support
Case Limit	Unlimited	Unlimited
Response Times	1 business day	2 hours
Live Phone Support	12x5	24x7
Online Customer Portal		•
Priority Phone Queue		•
Health Check (Biannual)		•
Premier Support Manager		•