

Questions and Answers

Autodesk® Enterprise Priority Support is a comprehensive program of proactive support services designed to meet the needs of Autodesk's direct, large enterprise customers. It is only available customers with Autodesk® Subscription.

Contents

1. About Autodesk Enterprise Priority Support.....	1
2. Buying Autodesk Support.....	2

1. About Autodesk Enterprise Priority Support

1.1 What is Autodesk Enterprise Priority Support?

Autodesk Enterprise Priority Support is a comprehensive program of proactive support services designed to meet the needs of Autodesk's direct, large enterprise customers, especially those using Autodesk® software on complex multisite projects. Enterprise Priority Support, the highest level of support that Autodesk provides, helps customers implement Autodesk solutions faster, maximize global workforce productivity, and minimize downtime. Customers must have an Autodesk Subscription in order to purchase Enterprise Priority Support.

1.2 What are the benefits of Autodesk Enterprise Priority Support?

Enterprise Priority Support is the highest priority product support available from Autodesk. It provides:

- Priority 24x7 access to Autodesk global product support for authorized callers with severity 1 issues, as well as clear response targets for other severity issues.
- Access to a support account manager who personally coordinates, expedites, and escalates all global service and support needs.
- A program of proactive support services customized to help customers implement Autodesk solutions faster, maximize performance, minimize downtime, and lower overall cost of ownership. This includes training webcasts and an assessment of the customer's current operational environment, followed by quarterly business reviews to check progress and make recommendations.
- Opportunities to provide input to Autodesk developers regarding Autodesk products, participate in beta programs, and meet Autodesk senior leadership at Autodesk University and other sponsored events.

1.3 Why has Autodesk Platinum Support been renamed Autodesk Enterprise Priority Support?

Autodesk Platinum Support has been changed to Autodesk Enterprise Priority Support to make it easier for customers to identify the level of support that is right for their business.

1.4 In which languages is Autodesk Enterprise Priority Support available?

Support is always provided in English, and we also strive to provide assistance in the languages supported by the individual product during local business hours.

1.5 What proactive services are included in Autodesk Enterprise Priority Support?

Autodesk Enterprise Priority Support customers are entitled to:

- Access to a Support Account Manager (SAM), who personally coordinates, expedites, and escalates all global service and support needs for each Enterprise Priority Support customer
- An assessment of the customer's current operational environment, followed by quarterly business reviews to check progress and make recommendations
- "Health Checks" by Autodesk Consulting to analyze the customer's application of Autodesk technology, monitor progress of ongoing projects, and maximize overall productivity and efficiency
- Training webcasts

1.6 What does an Autodesk Support Account Manager do?

The SAM personally coordinates, expedites, and escalates all global service and support needs for each Enterprise Priority Support customer.

1.7 What online support options are available with Autodesk Enterprise Priority Support?

All customers have access to an online knowledge base and community support forums, where Autodesk staff and experts within the community answer questions submitted by customers.

Customers who purchase Enterprise Priority Support have their community forum posts automatically escalated to the Autodesk Product Support queues if the community does not respond within 24 hours.

Customers with Enterprise Priority Support can also escalate their community forum posts on demand to the Autodesk product support team. They can also verify if they need any further assistance by indicating if they have received an accepted solution.

1.8 How do Autodesk customers access Autodesk Enterprise Priority Support?

Customers can telephone Autodesk product support, sign in to Subscription Center at <http://www.autodesk.com/subscription> for priority assistance, or contact their named Autodesk Support Account Manager.

2. Buying Autodesk Support

2.1 Is Autodesk Enterprise Priority Support available for all Autodesk products?

Yes, with a small number of exceptions. Contact your Autodesk sales representative for more information.

2.2 Is Autodesk Enterprise Priority Support available to all customers?

Enterprise Priority Support is designed to meet the needs of direct, large, global enterprise customers who use Autodesk software on complex multisite projects and have a direct relationship with Autodesk. It is only available to Autodesk® Subscription customers.

2.3 How much does Autodesk Enterprise Priority Support cost?

Contact your Autodesk sales representative for pricing information.

2.4 Does the Autodesk Support contract start at purchase date, or is it prorated based on the Subscription contract date?

The support contract is prorated to coincide with the Subscription contract.

2.5 Where can I find more information?

To learn more, visit www.autodesk.com/support or contact your Autodesk sales representative.

Autodesk is a registered trademark of Autodesk, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders. Autodesk reserves the right to alter product and services offerings, and specifications and pricing at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.

© 2012 Autodesk, Inc. All rights reserved.

Autodesk®