

Having access to this level of support can mean the difference between spending countless, valuable hours doing damage control in a project or getting focused expert assistance to aid in delivering the project successfully, on time and on budget.

—Hilda Espinal, AAIA, LEED AP®, CDT  
Senior Associate, Director of Design Applications  
Perkins+Will.



# Autodesk Enterprise Priority Support

Customer Guide

Get in front. Stay in front.

# Autodesk Enterprise Priority Support provides comprehensive, collaborative support for your most complex projects.

### Enjoy the Fastest Support Access and Personally Managed Services

As an Enterprise Priority Support customer you will also benefit from the services of a support account manager (SAM) who serves as your company's single point of contact for Autodesk support-related questions, needs, or issues.

Your SAM gives you direct and fast access to Autodesk and is personally responsible for coordinating all your service and support needs.

Your SAM will:

- Proactively work to identify and mitigate risks that may affect your organization's "up-time"
- Manage, expedite, and when necessary, escalate critical support requests
- Get the necessary assistance from Autodesk specialists to resolve your issues
- Provide status updates on open support cases and detailed reports for resolved cases
- Facilitate tactical, licensing, or service needs
- Serve as your company's advocate in Autodesk strategic planning discussions
- Represent your company's interests to Autodesk divisional leadership and product management teams

### What is Autodesk Enterprise Priority Support?

Autodesk® Enterprise Priority Support is the highest level of support that Autodesk provides. It is only available to customers with an Autodesk® Subscription.

Enterprise Priority Support is a comprehensive, collaborative support solution that helps you implement Autodesk solutions faster, maximize global workforce productivity, and minimize downtime. It is designed to address the unique support needs of large enterprise customers who work on mission-critical projects at multiple sites, in multiple countries, and need a strong relationship with Autodesk. It is suited for customers who need the fastest access to senior Autodesk technical experts and global product support services, anytime, anywhere.

Enterprise Priority Support is a premium support service only available to Autodesk Subscription customers with a direct relationship with Autodesk. To learn more about Autodesk Subscription, visit [www.autodesk.com/subscription](http://www.autodesk.com/subscription).

### Get Product Support Anytime

With Enterprise Priority Support, your employees enjoy the fastest priority access to senior Autodesk technical experts—anytime of the day or night, anywhere in the world.

Whenever you need help, you have unlimited priority telephone access to senior Autodesk support specialists 24x7 in English for an unlimited number of named callers for severity 1 issues. For all other issues, you have 24x5 telephone access to Autodesk product support in a variety of languages.

### The Advantages of Enterprise Priority Support

In addition, there are many other Enterprise Priority Support benefits, including those listed in the chart below:

Feature	Benefit
Assigned support account manager	Make one call to one person who understands your company and its systems
Proactive support: Operational assessment	Receive in-depth analysis of your Autodesk environment, processes, and workflows, to ensure that Autodesk understands your business and provides the best advice, support, and risk mitigation
Proactive support: Project Health Check	Get expert help on a specific project to drive workflow efficiencies and best practices and address issues before they become problems
Proactive support: Training webcasts	Keep your skills sharp with webcast training
Opportunity to interact with developers and senior leadership	Tell us what you need from Autodesk
Opportunity to participate in beta programs	Experience our newest technology before it is widely available
Complimentary ADN professional membership and API (application programming interface) support	Get expert help for your application development needs
Severity 1 defect fixes for previous releases	Maximize the benefit from previous software releases
Remote desktop assistance	Show us your problems in a highly interactive manner
Web support, expedited community forum support, and an online knowledge base	Get the information, training, and inspiration you need via many convenient channels





### Move Ahead with Proactive Support

Enterprise Priority is much more than a technical support plan. It is a program of proactive support services customized to help your company lower its overall cost of ownership now—and in the future.

Working closely and strategically with your specific needs in mind, Enterprise Priority Support provides clear and comprehensive proactive services, including:

- **On-boarding:** Autodesk reviews and optimizes your Autodesk licensing, defines roles and responsibilities, and provides a project plan that enables you to maximize your Enterprise Priority Support benefits.
- **Operational assessment:** Autodesk analyzes and advises appropriate changes to your information technology infrastructure, based on your environment, business goals, and support call history.
- **Project Health Check:** Autodesk analyzes your application of Autodesk technology on a specific project to drive workflow efficiencies and best practices, and maximize overall productivity and efficiency.
- **Training webcasts:** Autodesk provides regular training webcasts, enabling you to keep your skills fresh.
- **Quarterly business reviews:** Your SAM hosts quarterly meetings with key contacts in your organization to help you achieve the greatest operational and financial efficiency with your investment in Autodesk technology. These meetings provide an opportunity for you to get updates on open issues, discuss plans for future technology roll-outs and upgrades, and assess and identify training needs. Other key Autodesk personnel may be included when appropriate.

### Form a True Working Partnership with Autodesk

Your partnership with Autodesk Enterprise Priority Support can help you get the most out of your software, gain a significant advantage over your competitors, and enhance both your operations and your financial efficiency.

As one of our most valued customers, your input is extremely important to us. We invite you to form a strategic working partnership with Autodesk and share your thoughts and comments with us by:

- Attending Autodesk Enterprise Priority Customer Councils, sharing best practices, and offering feedback to Autodesk development
- Participating in beta programs and offering your opinion regarding new Autodesk products
- Meeting senior leadership at Autodesk University and other Autodesk sponsored events

### Join Our Autodesk Developer Network

You get free access to the Autodesk Developer Network, offering API support and training, delivered by the developer technical support team and coordinated by your SAM.

### Help Yourself to Comprehensive Online Services

With Enterprise Priority Support, you also have access to a comprehensive set of online support tools. Online case management and email status alerts make it easy to follow the progress of any support request.

You can also choose to take advantage of an extensive online knowledge base and participate in a number of community support forums moderated by Autodesk Product Support. As an Enterprise Priority customer, your community support forum posts are automatically escalated to Autodesk Product Support queues if the community does not respond within 24 hours.



For more information on Autodesk Enterprise Priority Support, contact your Autodesk sales manager.