IMAGINiT Priority Support
Premier Technical Support Solution for your Organization

In today's business environment, high levels of employee productivity are the key to meeting customer driven deadlines and driving innovation. To attain those goals, your organization needs to ensure that your design engineers and the Autodesk software tools that they use are running without issue. Technical support is the answer for quick problem resolution.

Our Priority Support is an annual support offering for individuals and large companies alike. Customers have access to a dedicated team of IMAGINiT support experts who can be reached by phone, online, or email for troubleshooting issues in guaranteed, maximum, 4-business hour response time to your questions. In addition to help with common setup and installation issues, we can also troubleshoot issues with more complex features or specific projects or schedule 1 on 1 time with an expert using your Design Assistance hours.

IMAGINiT Priority Support gives you access to:

- Unlimited Technical Support for troubleshooting errors, failure of the product to perform as designed, product installation and network licensing

- Priority access to Technical Support team via toll-free telephone, email and online access to remote screen sharing and remote diagnostics

- 2 Design Assistance hours, which can be scheduled with a software expert for 1-on-1 assistance with 'How to' related questions

- IMAGINiT Installation Toolkit

- Library of technical white papers and product related webcast recordings

- Secure file review

- Access to live lecture webinar series*

To learn more, call us toll-free at 1-800-356-9050.

IMAGINiT Support By the Numbers

IMAGINiT's dedicated support team members spend 100% of their time solving customer issues. Their experience and expertise are unparalleled.

Experienced, Certified Technical Support

- Our support team has more than 150 years of combined experience providing Autodesk technical support, with over 250 years including their industry experience.

Industry-Experienced Professionals

- IMAGINiT's team of 120+ professionals supplement our dedicated support team and assists with training, implementation, and developing software solutions.

Experience Solving the Most Challenging Cases

- Our team solves over 1,500 cases every month.

Fast Support Response Time

- On average, we respond to phone and email support requests in less than two business hours. Users can get the quickest response through our online chat.

Additional fees apply

	IMAGINiT Basic eSupport	IMAGINiT Priority Support	IMAGINiT ProductivityNOW Standard	IMAGINiT ProductivityNOW Professional
Support SLA	*Next Business Day*	*4 Business Hours*	*4 Business Hours*	*4 Business Hours*
Includes IMAGINiT installation toolkit	✓	✓	✓	✓
Technical white papers	✓	✓	✓	✓
Unlimited email Technical Support for troubleshooting issues	✓	✓	✓	✓
Unlimited toll-free telephone technical support		✓	✓	✓
Secure file review		✓	✓	✓
Design assistance hours, schedulable hours for 1-on-1 'how to' assistance		2 hours	2 Hours	5 Hours
Unlimited 'live chat' technical support			✓	✓
Library of self-paced, video enhanced, Autodesk Software eLearning courses			✓	✓
eLearning courses from ASCENT, an Autodesk Authorized Publisher			✓	✓
Downloadable certificate of completion for eLearning courses			✓	✓
Searchable library of productivity content including how-to videos, workflows and knowledgebase documents			✓	✓
Learners can self-enroll in an eLearning course			✓	✓
Option to add eLearning content for 3rd party applications			✓ *	✓ *
Access to live lecture webinar series	Additional Fee	Additional Fee	✓	✓
In-App plugins for Autodesk software			✓	✓
Ability to view content offline			✓	✓
Reports on eLearning progress and portal content usage				✓
Manager can assign eLearning courses to users				✓
KnowledgeSmart Assessment integration option				✓ *
Join and participate in Workgroups				✓
Publish custom and 'in-house' created content				✓
Customize standard content to fit your design process				✓
Full User Administration (Admins can add/remove users)				✓
Single Sign On and Active Directory Sync for user accounts available				✓
Annual Autodesk Client Utilization Service**				✓
Includes license to IMAGINiT Utilities				✓

* Additional fees apply   ** Requires Autodesk Approval

About IMAGINiT Technologies

IMAGINiT Technologies, a Rand Worldwide Company, is a provider of enterprise solutions to the engineering community, including the building, manufacturing, civil and mapping industries. With over 25 years of experience, and 45 offices throughout North America, we provide the expertise, training and support to help companies realize the full power of design technology, maximize ROI and gain competitive advantage.

IMAGINiT is a leading provider of Autodesk software solutions and the largest North American Autodesk Authorized Training Center (ATC) partner. All of our locations are supported by a vast pool of engineering resources focused on developing real-life business solutions for their local clients.

AUTODESK
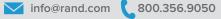Platinum Partner

Specialization
Architecture, Engineering & Construction
Advanced MEP
Advanced Structure Construction
Product Design & Manufacturing
Fusion Lifecycle
Simulation NAMER
Government

Certification
Building
Civil Infrastructure
Process and Power

Value Added Services
Authorized Developer
Authorized Training Center
Authorized Certification Center

IMAGINiT
T E C H N O L O G I E S

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