

IMAGINiT Support Options for Autodesk Products

In today's business environment, employee productivity is the key to meeting customer driven deadlines and driving innovation. To attain those goals, your organization needs to ensure that the software tools are being used effectively. A dependable technical support partner can provide fast responses to your complex design challenges and allow you and your team to focus on being productive.

IMAGINiT provides high quality Autodesk product support and has a variety of support offerings designed to meet the needs of small, medium and enterprise sized organizations. Our dedicated team of support professionals bring real-world, industry experience to every customer interaction.

Contact an IMAGINiT Representative to find a ProductivityNOW support solution that is right for you and your organization.

ProductivityNOW				
	Portal	Complete	Assurance	Flextime
Technical white papers	✓	✓	✓	✓
Library of how-to videos and webcasts	✓	✓	✓	✓
Access to our installation toolkit	✓	✓	✓	✓
Annual access for all company users	✓	✓	✓	✓
Live, toll-free technical support		✓	✓	✓
Web support with live chat and remote desktop streaming		✓	✓	✓
Email support		✓	✓	✓
Online Support Case Submission and tracking		✓	✓	✓
Online searchable Solutions Knowledgebase		✓	✓	✓
Secure file review		✓	✓	✓
Full library of self-paced, video enhanced eLearning courses & instructional video demonstrations		✓	✓	
eLearning content from ASCENT, an Autodesk Authorized Publisher		✓	✓	
Unlimited annual technical support - phone, email & online support		✓	✓	
Support for small to medium businesses		✓		✓
Support for enterprise sized businesses			✓	✓
Online, Live Lecture Webinar series			✓	
Autodesk Client Utilization Service*			✓	
Topic based product assistance - including Vault and Revit Server support				✓
Hourly blocks of personalized 1:1 support				✓

* limitations, based on approval