



ProductivityNOW Standard IMAGINiT's eLearning and Support Solution

Without high employee productivity, firms can find it difficult to meet customer driven deadlines and pursue innovative design solutions. The key to increasing productivity is ensuring employees are educated on how to use their design software tools effectively and that they have access to experts when problems slow, or even stop, their productivity.

IMAGINiT's ProductivityNOW Standard offering combines access to both our dedicated support team as well as our powerful eLearning solution. The offering is designed for firms of all sizes and allows them to derive the most value from their Autodesk software. The eLearning component is powered by Pinnacle Series from Eagle Point Software and provides 24/7 access to high-quality eLearning courseware from ASCENT that is complimented with videos from both Eagle Point and IMAGINiT. Subscribers also have access to a comprehensive library of "how-to" videos, documents, workflows, user quizzes, productivity tools and their technical support cases. This offering boosts employee efficiency and effectiveness with its powerful combination of traditional support as well as the self-serve eLearning content. Highlights include:

- **On-demand eLearning on all major Autodesk products**
 Employees have 24/7 access to self-enroll or search the library of self-paced, video-enhanced eLearning courses that include practice exercises and quizzes. Videos and self-paced learning courseware explain the "how" and the "why", practice exercises reinforce learning, and the robust search functionality helps employees quickly find the information they need.
- **Access to our expansive library**
 Users have 24/7 access to our expansive library of technical "How To" videos, documents, and detailed workflows that quickly answer users 'how to' process questions.
- **Multiple learning modes**
 We offer content to accommodate multiple learning modalities: comprehensive courses, hands-on tactile exercises, and visual/hearing videos.
- **Option to add eLearning Content**
 Clients have the option to add eLearning content for 3rd party applications.
- **Video Enhanced eLearning**
 We offer over 75 unique courses covering more than 30 Autodesk software products. Our eLearning library contains more than 2,500 Autodesk related videos for Autodesk 2019 products alone.

ProductivityNOW By the Numbers

Video Enhanced eLearning

- We offer 75+ unique courses
- 30+ Autodesk software products
- 2,500+ How To videos on Autodesk software products

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.

Benefits of Using ProductivityNOW Standard:

■ Quick access to answers

With all eLearning content indexed, searchable and available 24/7, employees will not spend valuable time waiting for answers. Each ProductivityNOW component provides considerable value, but when used in combination, the value increases exponentially. With real-time access, employees can effectively use their Autodesk software and get answers when they need it. Customers get quick access to our support team through the chat function integrated in the platform. We guarantee that we will respond to requests submitted via phone or email within four business hours.

■ Easy access to support professionals

Clients can contact our support team via the chat function on the site, email, or phone. We also include a searchable knowledgebase of common support questions and answers.

■ More time spent on strategic work

CAD managers and power users spend less time answering 'how-to' questions and can instead focus on strategic initiatives.

■ Increased employee engagement and satisfaction

Companies who provide training create a positive work environment by helping employees gain the skills needed to succeed in their jobs and advance to new positions.

■ Simplified budgeting

ProductivityNOW customers understand what their costs will be for the entire contract term.

IMAGINiT Technologies offers two different ProductivityNOW packages: Standard and Professional. Which is right for you? An IMAGINiT representative can help you determine which package is the best fit for your organization.

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

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.



Specialization

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

Certification

Building
Civil Infrastructure
Process and Power

Value Added Services

Authorized Developer
Authorized Training Center
Authorized Certification Center



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