IMAGINiT Technical Support and eLearning Options

Without high employee productivity, firms can find it difficult to meet customer-driven deadlines, and pursue innovative design solutions. Key to increasing productivity is ensuring that employees know how to use their software effectively, and have access to experts when needed.

IMAGINiT offers several different Support and eLearning offerings to help boost your team's Autodesk knowledge and productivity.

IMAGINiT Basic eSupport

Our Basic eSupport is included as a complimentary benefit to our customers with products currently on an Autodesk subscription. Customers have access to IMAGINiT support experts via email for basic troubleshooting issues including: installation assistance, licensing set up, and software configuration.

IMAGINiT Priority Support

Our Priority Support is a paid, annual support option for individuals and large companies alike. Customers have access to IMAGINiT support experts by phone, online, and email for troubleshooting issues. In addition to help with common issues, customers also get help with complex questions around features and specific projects.

IMAGINiT ProductivityNOW Standard

Our ProductivityNOW Standard offering is our solution best suited to small to medium sized companies with 1 to 24 users of Autodesk software. Customers get the benefits of our Priority Support offering that includes faster resolution times as well as the ability to track and monitor support cases. In addition, customers have access to our eLearning content to enhance their product knowledge when and how it's most convenient.

IMAGINiT ProductivityNOW Professional

Our ProductivityNOW Professional offering is the ideal solution for large organizations with 25+ users of Autodesk software. This enterprise, support solution not only contains the great tools and resources available in ProductivityNOW Standard, but it also includes increased eLearning functionality that allows for customization, the addition of your proprietary content and enhanced features and functions that allow you to create a more tailored eLearning experience.

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.

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