

IMAGINiT Support and eLearning Options

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 its software tools are being used effectively. Technical support is the answer.

For firms that don't have the option for in-house support, IMAGINiT offers quality and flexible Autodesk support offerings. Our team of support professionals have real-world, industry experience.

	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 phone technical support		✓	✓	✓
Secure file review		✓	✓	✓
"Design assistance" hours for 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			✓	✓
Searchable library of productivity content including how-to videos, workflows and knowledgebase documents			✓	✓
eLearning courses from ASCENT, an Autodesk Authorized Publisher			✓	✓
Learners can self-enroll in an eLearning course			✓	✓
Option to add eLearning content for 3rd party applications			✓*	✓*
Downloadable certificate of completion for eLearning courses			✓	✓
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