IMAGINiT
TECHNOLOGIES

ProductivityNOW Assurance
IMAGINiT's Support and eLearning Solution

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's ProductivityNOW platform, powered by the Pinnacle Series from Eagle Point Software, helps firms of all sizes derive the most value from their Autodesk software. This 24/7 virtual platform provides immediate access to high-quality eLearning content, videos, cheat sheets, workflows, support tools, and IMAGINiT software utilities. It boosts employee efficiency and effectiveness with best-in-class subject matter expertise when and where they need it. Highlights include:

- **Individual, workgroup, or manager-assigned eLearning**
  Whether an individual wants to enhance specific skills, a project team needs to get up-to-speed on a software, or a manager is helping employees fill skills gaps, ProductivityNOW streamlines the process. And the advanced reporting capabilities make it easy for users and managers to track progress.

- **On-demand eLearning on all major Autodesk products**
  Employees have 24/7 access to a searchable 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.

- **Customizable content**
  Clients can edit our content to meet their specific workflow and practice needs.

- **Multiple learning modes**
  We offer content to accommodate all learning modes: reading, hands-on exercises, and videos.

- **Customizable home page**
  Companies can add their logo and links to internal content and sites.

- **Ability to add company-specific information**
  Companies can capture and share internal processes, documentation, and other company-related information.

- **Easy access to support professionals**
  Clients can contact support via the chat function on the site, email, or phone. They can monitor case status through our website. We also offer a searchable knowledgebase of common support questions and answers.

- **Online, live lectures**
  Clients are invited to webinars on a variety of subjects, all delivered by certified subject matter experts.

- **User administration**
  Company administrators can enable Single Sign On (SSO) for easy user access and synchronize user accounts via active directory synchronization.

- **Autodesk client utilization service**
  This complimentary assessment of an organization's installed Autodesk software and network license usage helps firms ensure EULA compliance, optimize asset

Productivity NOW

ProductivityNOW 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 100 years of combined experience providing Autodesk technical support, with over 225 years of industry experience.

Industry-Experienced Professionals

- IMAGINiT's team of 100+ professionals supplements our dedicated support team and assists with training, implementation, and developing software solutions.

Experience Solving the Most Challenging Cases

- Our team solves over 1,000 cases every month.

Video Enhanced eLearning

- We offer 60+ unique courses covering 25+ Autodesk software products.

- Our library contains more than 2,500 Autodesk-related videos for Autodesk 2018 products alone.

Fast Support Response Time

- On average, we respond to phone and email support requests in less than two business hours.

- Users can get an immediate response through our online chat.

Benefits of Using ProductivityNOW:

■ **Quick access to answers**
With all content 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 support, employees can effectively use their Autodesk software when they need it. Plus, users can get immediate access to our support team through the chat function on our website. We guarantee that we will respond to requests submitted via phone or email within four business hours.

■ **Ability for managers to assign eLearning courses and track employee progress**
ProductivityNOW expands standard capabilities of employee-selected courses to include manager-assigned courses. This feature empowers managers to select courses that address their employees' needs and, through advanced monitoring, help them achieve their professional development goals.

■ **Targeted learning where needed**
With visibility into the tools used by team members, managers can determine if additional training is needed. And, customers who subscribe to KnowledgeSmart can have a user-specific learning path created based on the results of a user assessment.

■ **More time spent on strategic work**
CAD managers and power users spend less time trying to understand asset ownership and usage and can instead focus on strategic initiatives.

■ **Increased employee engagement and satisfaction**
Managers create a positive work environment by helping employees gain the skills needed to succeed in their jobs and advance to new positions.

■ **Increased team productivity**
Project leaders can identify the skills needed to complete projects faster and more accurately, and then assign appropriate courses to all team members as well as new members who join the team in the middle of a project.

■ **Reduced end-user license agreement (EULA) compliance issues and litigation risk**
With visibility into current software deployment and usage information, firms can make informed decisions about future software purchases. They can also address license compliance issues before they become costly problems.

■ **Simplified budgeting**
ProductivityNOW customers understand what their costs will be for the entire contract term.

IMAGINiT Technologies offers three different ProductivityNOW packages: Complete, Assurance, and Flextime. Which is right for you? An IMAGINiT representative can help you determine which package is the best fit for your organization.

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

About IMAGINiT Technologies

IMAGINiT Technologies, a Rand Worldwide Company, is the world's largest 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

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