

	Technical Support Management services	Customer Success Management services
Primary role*	<ul style="list-style-type: none"> • A resource or resources to assist You with adoption and use of Autodesk Offerings. 	<p>A resource or resources to:</p> <ul style="list-style-type: none"> • Act as Your day-to-day point of contact into Autodesk for success planning, Enterprise Priority Support and consulting services matters or escalations. • Help You develop, maintain and implement the CSP. • May help co-ordinate consulting services by Autodesk and/or third parties. • Assist You with adoption and use of Autodesk Offerings.
Success Attributes*	<ul style="list-style-type: none"> • Familiarity with Your operating environment and use of Your primary Eligible Offerings. • Experience with Your primary Eligible Offerings • Conduct quarterly reviews with You. • May provide recommendations on deployment best practices. • Reviewing usage metrics and sharing of guidance related to adoption. • Assist in formulating Support Requests, validating that a Support Request submitted as Severity 1 is indeed Severity 1. • Assist with assignment of Support-related roles. • Monitor the status of all Support Requests You submit. • May provide recommendations to help You improve Your workflows and data compatibility. 	<ul style="list-style-type: none"> • Familiarity with Your business. • Familiarity with Autodesk product portfolio. • Familiarity with other Autodesk programs, processes and benefits. • Conduct (periodic) business reviews of progress against defined business goals and further define strategy for the future. • Provide product usage reporting to identify anomalies and trends (and to establish priorities). • Facilitate periodic communication between You and Autodesk product development teams with respect to Eligible Offerings.
Contact Type*	<ul style="list-style-type: none"> • May be remote. • Named primary resource#. 	<ul style="list-style-type: none"> • May be remote. • Named primary resource#.

	<ul style="list-style-type: none">• Extended coverage can be added, subject to availability and eligibility	<ul style="list-style-type: none">• Extended coverage can be added, subject to availability and eligibility
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** This chart is provided as a general guide only. Autodesk reserves the right at its sole discretion to add to, delete or modify the descriptions and activities outlined above.*

The selection and deployment of individual Autodesk Success Personnel is at Autodesk's discretion as detailed in section 3.4 of these Enterprise Success Terms.