Flow Capture and PIX Named User Service Benefits Guide

Autodesk Flow Capture Named User single-user subscription is a two-tiered offering. Service benefits differ by tier. This guide describes the service benefits provided for each tier. This guide also describes the service benefits provided with PIX Named User. In each case the Service Benefits described in this guide are provided **in lieu of** Autodesk Standard Support and related services described here:

https://www.autodesk.com/company/terms-of-use/en/offering-types-and-benefits#standard

Flow Capture

Service Benefit	Description
Troubleshoot Platform Issues	Assistance troubleshooting platform issues that occur within the software, environment and applications.
Online Support & Product Guides	Access to a broad array of digital resources to help users maximize the potential of the software. This includes product guides, tutorials, troubleshooting tips, and FAQs.
SSO Integration	Access to onboarding materials and instructions to register and configure SSO for the customer's domain. The customer is responsible for implementing SSO for its organization. Autodesk will provide guidance during implementation and support for resolving issues.
24/5 Email Support	Assistance via email is available five days a week, Monday through Friday, (Monday 00:00 :00 to Friday 00:00), Pacific Standard Time, to address technical needs and provide guidance on how to perform specific tasks. Autodesk will prioritize work on customer support requests based on the Severity (also known as Priority) Level, to be reasonably determined by Autodesk.
24/5 Phone Support	Autodesk will prioritize work on customer support requests based on the Severity (also known as Priority) Level, to be reasonably determined by Autodesk.
Weekend Phone Support	Weekend Phone support is available for Severity 1 issues only.

Flow Capture with Priority Service and PIX Named User

Service Benefit	Description
Troubleshoot Platform Issues	Assistance troubleshooting platform issues that occur within the software, environment and applications.
Online Support & Product Guides	Access to a broad array of digital resources to help users maximize the potential of the software. This includes product guides, tutorials, troubleshooting tips, and FAQs.
SSO Integration	Access to onboarding materials and instructions to register and configure SSO for the customer's domain. The customer is responsible for implementing SSO for its organization. Autodesk will provide guidance during implementation and support for resolving issues.

24/7 Email Support	24/7 email support is available via email at any time, day or night, every day of the week. Autodesk will prioritize work on customer support requests based on the Severity (also known as Priority) Level, to be reasonably determined by Autodesk.
24/7 Phone Support	24/7 phone support provides around-the-clock access, allowing customers to reach members of our support team by phone at any time, day or night, every day of the week. Autodesk will prioritize work on customer support requests based on the Severity (also known as Priority) Level, to be reasonably determined by Autodesk.
Post Team/Project Admin Training	Software training tailored for post-production teams managing individual projects, covering basic functions to advanced features, addressing specific needs of studio workflows. The goal is to help equip teams with the knowledge and skills to streamline operations, improve productivity, and fully utilize our software. Training may be provided via documents, recorded tutorials, online sessions or a combination depending on customer needs and Autodesk resource availability.
End User Training	End-User Training refers to the process of educating and training the final users of the product. The goal is to help ensure that these users can effectively and efficiently operate the product to perform their tasks or achieve their assigned tasks. Training may be provided via documents, recorded tutorials, online sessions or a combination depending on customer needs and Autodesk resource availability.
Company Admin Training	Designed to help equip administrative staff with the knowledge and skills needed to effectively use the software and to support overall business operations in relation to use of the software. Topics includes system setup, user management, data security, and advanced features such as reporting and workflow management. Training may be provided via documents, recorded tutorials, online sessions or a combination depending on customer needs and Autodesk resource availability.
API / SDK Integrations Consulting	Autodesk will provide guidance and advice to help customers integrate Autodesk/customer APIs and SDKs into customer's applications and systems. Topics include assessing compatibility, optimizing performance, following security best practices, and troubleshooting integration challenges. Training may be provided via documents, recorded tutorials, online sessions or a combination depending on customer needs and Autodesk resource availability.
Company Office Hours	This service includes having one or more Autodesk employees hosting office hours at the customers location or studio to allow Autodesk CSMs to get to know the customer user base better and provide a convenient opportunity for key customer personnel to learn more about the software. Users can receive personalized assistance, ask questions, and gain insights into features and functionality. Office Hours will be provided in person based on customer needs, advance scheduling, and Autodesk resource availability.
Customized Documentation	Assistance creating tailored documentation that outlines the specific workflows and other requirements of customer's organization and projects. This may help facilitate smoother adoption, and reduce training time.
Customized Reporting	Assistance creating custom reporting to meet the specific needs of customer's organization to help provide valuable insights into your

	operations, performance, and projects on the product. This may be ad-hoc or regular reports.
Showcases	*Product showcases to highlight the features, capabilities, and benefits of Flow Capture's latest releases. These showcases offer an opportunity to engage directly with our experts, ask questions, and see real-world application of the technology. Showcases may be provided in person or via virtual sessions based on customer needs, advance scheduling and Autodesk resource availability.*
Designated Flow Capture CSM Team	*Engagement with a Designated Flow Capture Customer Success Management Team focused on delivering exceptional, personalized support to help ensure customer success with Flow Capture. This team provides or facilitates the guidance, customized training, and tailored solutions described in this table. By understanding customer's operating environment and primary use of Flow Capture, the CSM Team will offer recommendations on deployment best practices, maximizing the effectiveness and potential of Flow Capture for your projects. Note, this team is not dedicated to any single customer but rather designated by Autodesk to assist customer.*
Executive Training	*Executive training helps equip leaders with essential skills to leverage our software effectively, optimize use of the software make informed business decisions. Training delivery methods, including on-site or virtual sessions, will be based on customer needs, advance scheduling and Autodesk resource availability.*
Ongoing Scheduled Tutorials	*The Flow Capture Customer Success Management team makes available structured learning sessions for hands-on guidance, practical tips, and insights to help enhance user skills and improve workflows. Tutorials can be tailored to customer's specific needs and may be provided in person or virtually based on customer needs, advance scheduling and Autodesk resource availability.*
Security related activities	*The CSM team will monitor any security related activities between the Autodesk Trust Team & Customer and assist in communicating the customer's requests to the Trust Team, and relaying Trust Team updates & findings to customer stakeholders as needed. We will help translate results into digestible language to be relayed to customer stakeholders.*
Product Deployment Planning / Rollout Support	*Helps ensure a seamless and efficient introduction to new software products or major new features. Activities may include defining deployment plans for customer's users, identifying customer stakeholders, and providing training and assistance. Rollout assistance helps to address issues that arise during the deployment, facilitate user adoption, and gather feedback for future improvement.*
Product Feedback Management	*Helps Autodesk capture, analyze, and leverage key customer insights that may inform product improvement and innovation. Autodesk collects feedback from diverse channels, which may include user surveys, support interactions, and direct customer input. Autodesk's use of customer feedback is governed by Section 10 of the General Terms of the Autodesk Terms of Use.*
Enterprise Project Blueprints/Templates	*Access to Autodesk industry professional-created project frameworks. These templates offer standardized, best-practice approaches to project planning and execution, helping ensure consistency and*

	efficiency across customer projects, potentially reducing setup time, and promoting project success.
VIP/Executive Escalations	*The VIP/Executive Escalation process is designed to offer an enhanced Executive experience. This experience provides immediate prioritization and oversight from senior management, coordination of cross-functional teams, and direct involvement of specialized technical experts*
Workflow Consolidation Opportunities	*Workflow optimization can streamline and enhance existing business processes and help more fully leverage the capability of the software by analyzing inefficiencies, helping to eliminate bottlenecks, and replace redundant workflows.*
Success Reviews	*Success Reviews offer sessions aimed at promoting ongoing customer success and satisfaction. During these meetings, Autodesk and customer engage in detailed workflow discussions to identify areas for improvement and optimization.*