



Success Benefits Guide

Included Success Benefits

Certain Success Benefits are included at no cost as part of Your access to Eligible Offerings.

Success Plans

In addition to those Success Benefits included as part of Your access to Eligible Offerings, for an additional cost Autodesk makes available Success Plans comprised of various Success Benefits depending on your Success Plan.

The tier(s) of Success Plans are:

- Business

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The [General Terms](#), including the [Success Benefits terms](#), apply to the Success Benefits described in this Success Benefits Guide.

Benefits Comparison**

		Included Success Benefits (as part of accessing Eligible Offerings)	Business Success Plan
User Management	Single Sign On – Require Authorized Users to sign in via company network credentials to access Autodesk Offerings	✓	✓
	Directory Sync – Connect Your organization's directory with Autodesk's user management platform to automate group and subscription assignments		✓
	User Management & Reporting – Add, assign, and group your Authorized Users, and understand how they use Autodesk Offerings	✓	✓
	Reporting API Access – Use APIs to integrate usage data with your third-party tools to automate analysis workflows		✓
Success Services	Success Planning Session – Create alignment on Your business goals and how Autodesk can help You achieve them in a dedicated engagement		✓
	Customer Success Plan – Work towards Your goals with Your designated Customer Success Manager		✓
	Executive Business Review – Track your progress with a comprehensive review		Annual
Issue Resolution	Digital Support – Get help any time with the Autodesk Assistant	✓	✓
	Community – Connect with experts and get help from around the world through Autodesk forums	✓	✓
	Assisted Technical Support – Troubleshoot technical issues directly with Autodesk personnel	✓	Prioritized 24/7
Adoption Guidance	On Demand Digital Learning – From quick start guides to comprehensive new workflows, leverage Autodesk's catalog of learning content to upskill Yourself or Your team through learning plans	✓	Learning Plans
	Expert Coaching – Get live coaching from Autodesk experts tailored to Your team's focus areas and common use cases		Personalized
	Learning Plan Management – Curate and assign learning plans to your team and monitor progress		✓

** See additional details below. Limitations may apply.

Included Success Benefits

Certain Success Benefits are included at no cost as part of Your access to Eligible Offerings and may include any of the following, as described below:

- **User Management**
- **Issue Resolution**
- **Adoption Guidance**

User Management

Engagement Reports

Your Administrator may elect to enable Engagement Reports or Autodesk may otherwise provide You and/or your Administrator with Engagement Reports in response to Your request or as part of Your Success Benefits. Your access and use of Engagement Reports is subject to the following conditions:

- **Data Collection and Use.** You understand that Autodesk has the capability to monitor use of an Offering by collecting certain Engagement Data on an ongoing basis during the Offering Term. Autodesk will process this data to generate the reports described in this Engagement Reports section, maintain, improve and/or deliver the Offering and related Offering Benefits, and assist You or Your reseller with sizing and quoting renewals and true up. Collectively, the foregoing is referred to as the “**Data Collection and Use Purposes**”. You are responsible for independently evaluating any insights and recommendations Autodesk shares with You. For the avoidance of doubt, the terms in this section titled “Data Collection and Use” do not affect Autodesk’s right to use personal data received from or on behalf of You that Autodesk processes as a Controller for the purposes described in the Autodesk Privacy Statement, available at: <https://www.autodesk.com/company/legal-notices-trademarks/privacy-statement>.
- **Consents and Permissions.** You are responsible for compliance with all requirements under the applicable privacy, data protection and employment laws related to such collection and use of personal data of Your Authorized Users, whether employees, independent contractors, or otherwise, including any applicable requirements related to notice, consent, transfer (including cross-border transfer), disclosure and use, particularly related to the collection and use of data for the Data Collection and Use Purposes. Without limiting the foregoing, You are specifically responsible for notifying Authorized Users of and/or obtaining their valid consent to collection and use of personal data for the Data Collection and Use Purposes where required.

SSO

SSO, or single sign-on, enables Your Authorized Users to have federated access to Your Eligible Offerings and related Offering Benefits and Success Benefits.

Autodesk will provide You with onboarding materials and instructions to enable You to register and configure SSO for Your domain. You are responsible for implementing SSO for Your organization. Once the registration and configuration process is completed, when Your Authorized Users seek to sign in to Your Eligible Offering using Autodesk's sign-in process, they will be directed to Your entity sign-in process where they will enter their entity credentials (e.g., their enterprise email and password).

Issue Resolution

Digital Support

You will have 24x7 access to Autodesk Assistant for troubleshooting.

Community

You can access the Autodesk Community to connect with other users, partners, and community members to share knowledge and ideas and get expert advice.

Assisted Technical Support

As part of Your Success Benefits, Autodesk will provide assisted technical support in English to Your Support Users for Eligible Offerings, although other languages may be available on request.

Autodesk will provide assisted technical support via web, email, or other modes as described below. Support Requests are prioritized by severity level as reasonably determined by Autodesk. Autodesk is not obligated to provide technical support to Viewers, for Trial Versions or previous versions of Offerings, for Incidents caused by computer hardware not supplied by Autodesk, third party software not supplied or specified by Autodesk, inadequate training of Your Authorized Users on use of the Offerings (excluding Trial Versions), or use of Offerings (excluding Trial Versions) in a manner inconsistent with these Terms or the Terms of Use.

Your Support Users must submit a valid Support Request unless otherwise directed by Autodesk in writing (e.g., via Your Autodesk Account). To submit a valid Support Request, Your Support Users must:

- (a) provide Autodesk with any information reasonably requested by Autodesk to provide support;
- (b) follow all instructions and perform any preliminary troubleshooting or problem analysis procedures made available by Autodesk; and
- (c) implement any fixes, corrections, or workarounds recommended by Autodesk.

Autodesk may engage third parties to assist in the delivery of technical support under Autodesk's direction.

Assisted Technical Support via Web or Email

Web or email support will be provided to Your Support Users, as applicable, during the available support hours set forth in the table below, except that web support may be temporarily unavailable during scheduled system maintenance. Autodesk's web support-related communications will generally be posted to Autodesk Account, and Your Support Users will be notified of the posting of the information by email. In Autodesk's discretion, Your Support Users may also be contacted by email or telephone for specific Incidents.

Autodesk will use commercially reasonable efforts to respond to web or email Support Requests within one (1) business day during the applicable support workweek for each Autodesk Geo as shown in the table below. For certain Offerings, the applicable local support hours may be those for a specific Geo or country, irrespective of the Geo or country in which the Support Request originates.

Hours available for Assisted Technical Support via Web or Email			
Autodesk Geo	Asia-Pacific Region	Americas Region	EMEA Region
Applicable Support Workweek	Monday through Friday SGT (UTC+8), excluding regional Holidays	Monday through Friday, EST/EDT (UTC -5/UTC -4), excluding regional Holidays	Monday through Friday, CET/CEST (UTC +1/UTC +2), excluding regional Holidays

Assisted Technical Support via Other Modes

Autodesk may offer support via other modes beyond web and email from time to time (for example, online chat, request a callback, schedule a call, support for APIs provided via Autodesk Developer Network, remote desktop troubleshooting, or access to curated technical support resources, including articles, videos, and similar content). Modes of support may differ depending on Your Offering. Additional terms may apply to these modes of support, including but not limited to conditions relating to technical requirements. Not all modes of support will be available in every region or every language.

Adoption Guidance

On Demand Digital Learning

You may access and consume on-demand learning content through the Autodesk learning portal. Learning content is geared towards a technical audience, covering both fundamental training and upskilling across Eligible Offerings.

Adoption Support

Autodesk may also provide deployment, set up, onboarding, or adoption assistance for select Offerings in its sole discretion. Additional fees and other terms and conditions may apply to these services. Not all modes of adoption support will be available in every region or every language.

Business Success Benefits

If You purchase the Business Success Plan, You will receive the following Success Benefits in addition to the Success Benefits included as part of Your access to Eligible Offerings, as described below:

- **User Management**
- **Success Services**
- **Issue Resolution**
- **Adoption Guidance**

Business Success Benefits can only be accessed or used by Authorized Users who have been assigned to Your active, unexpired Eligible Offering and to whom Business Success Benefits have been assigned. For Single User Offerings, at all times during the Business term, each Team that is assigned Business Success Benefits must include at least one (1) Authorized User. You will not be entitled to receive a refund for any amounts paid for any Business Success Plan purchase due to the lapse of any Single User Offerings.

All In Requirement

For any Single User Offering, if an Authorized User on a Team managed by a given primary Administrator is upgraded to Business, all other Single User Offerings assigned to that Authorized User and to any other Authorized Users on that Team and other Teams managed by that same primary Administrator also must be upgraded to Business as part of an initial purchase, a Renewal True Up, or Anniversary True Up event (as defined in the [Offerings terms](#)). The foregoing is referred to as the “**All In Requirement**.” Autodesk reserves the right to immediately disable or suspend Your access to and use of any of Your Offerings for Your non-compliance with the All In Requirement.

User Management

Directory Sync

Directory Sync connects Your user directory to Autodesk’s user management platform so that Your Administrator can auto-invite, auto-assign and auto-delete Authorized Users’ access to Your Eligible Offerings.

Autodesk will provide onboarding materials and instructions to enable You to configure Directory Sync. To activate Directory Sync, You must first set up SSO for Your domain. You are responsible for implementing Directory Sync in Your environment.

Reporting API Access

For select Eligible Offerings Autodesk will provide You with access to Reporting APIs that enable You to integrate and report on Your Business Plan Teams’ subscription and usage data patterns within Your existing reporting environments.

Success Services

Customer Success Management

Eligibility requirement

You are eligible for Customer Success Manager (“**CSM**”) coverage if You have at least fifty active Business Success Plan subscriptions across Your enterprise (inclusive of all Teams with Business Subscriptions, Administrators, and Authorized Users in Your enterprise), unless Autodesk agrees otherwise in its sole discretion.

Provided the eligibility requirements above are met, You will have CSM coverage for the duration of the Offering Term for which You have purchased the Business Success Plan.

CSM activities may include:

- acting as Your day-to-day point of contact into Autodesk for Success Planning
- helping You develop, maintain, and implement the Customer Success Plan
- conducting periodic executive business reviews, as described in more detail below
- recommending and advising on resources for best practices and accelerated delivery
- coordinating meetings to discuss mutually agreed upon topics
- maintaining familiarity with your business
- maintaining familiarity with Autodesk’s portfolio of Offerings

The CSM will generally be available during local business hours in Your primary Geo (as described in the chart below), excluding weekends, Holidays, and other non-work days, for the Autodesk offices where the CSM is based, subject to their other duties. By mutual arrangement, CSM coverage may periodically be available at different times.

The CSM is a designated, but not a dedicated, resource. The selection and deployment of individual CSMs is at Autodesk’s discretion. CSM coverage will be primarily provided in English, although other languages may be available on request. CSM coverage may not be available in all Geos.

CSMs may also recommend additional Autodesk services or benefits that are not part of Business Success Benefits, including but not limited to the performance of usage or operational assessments, consulting services and/or enrollment in Autodesk Developer Network (“**ADN**”). These additional services are expressly excluded from these terms. Delivery of any such additional services is conditioned on Your acceptance of any Autodesk terms and conditions governing such additional services, together with payment of applicable fees and charges as quoted to You by Autodesk.

CSMs are required to comply with Autodesk policies and guidelines. Autodesk will endeavor to ensure that CSMs attending onsite meetings or performing onsite services will comply with Your reasonable requirements (including those relating to safety or data security while accessing Your systems or facilities) that are directly applicable to the relevant services while on site, provided that: (a) You provide

Autodesk with advance notice in writing; and (b) You agree that Autodesk may decline to attend Your site if, in its reasonable opinion, the notified requirement conflicts with Autodesk's own policies in relation to the same subject matter.

Local Business Hours by Geo for CSM Coverage	
Autodesk Geo	Local Business Hours
Asia-Pacific Region	9am to 5pm Monday through Friday SGT (UTC +8), excluding Holidays
Americas Region	9am to 8pm Monday through Friday EST/EDT (UTC -5/UTC -4), excluding Holidays
EMEA Region	9am to 5pm Monday through Friday, CET/CEST (UTC +1/UTC +2), excluding Holidays

Customer Success Plan

Your Customer Success Plan is a living document that will evolve over time. Your CSM will assist You with the CSP and will work openly and constructively to facilitate the objectives set out in that CSP.

A CSP is not a contract. It is intended to guide discussions and record Your objectives relating to adoption of Your Eligible Autodesk Offerings. Your Customer Success Plan may reference third parties and Your projects but is not intended to replace project plans, consultancy services (whether via Autodesk or third parties) or other professional services. Neither Autodesk nor any third party referenced in the CSP has any obligation to provide consultancy or professional services until the tasks, resource allocation or other information is confirmed in writing as part of a separate, written contract signed by You and that party. You are responsible for the independent evaluation and implementation of any guidance or recommendation contained in the CSP. Autodesk accepts no liability for delivering or achieving any particular outcome, or for the consequences of any actions taken on the basis of the information provided, in the CSP.

Success Planning Session

You may meet with Your CSM and industry experts during a Success Planning Session to discuss Your projects, goals, and options for getting support.

Each Success Planning Session may include one (1) virtual discovery meeting and no more than two (2) virtual engagements. The virtual engagements may include activities such as review of a maturity assessment, alignment on Your most important capabilities and business outcomes, prioritization of Your projects and initiatives, recommendations of Autodesk resources, and planning. An expected outcome of the Success Planning Session is the creation of a Customer Success Plan.

You may participate in one (1) Success Planning Session per calendar year per enterprise (inclusive of all Teams with Business Subscriptions, Administrators, and Authorized Users in Your enterprise). Additional Success Planning Sessions (in whole or in part) may occur upon request and if agreed by Autodesk in its sole discretion.

Your primary or secondary Administrator must request the Success Planning Session directly with Your CSM. Autodesk will endeavor to deliver the Success Planning Session generally within six (6) weeks of the request, although actual timing may vary depending on Your needs and Autodesk resource availability. Your designated Administrator must be available for the initial discovery meeting to provide general information about their relevant projects, complete any surveys in a timely manner, and attend the Success Planning Session.

For the best experience, it is recommended that the Success Planning Session be limited to ten (10) or fewer participants.

Executive Business Review

You may meet virtually with Your CSM once per calendar year for a joint strategic account review that may include live demonstrations, presentations, and discussions to:

- evaluate the performance and Your usage of Eligible Autodesk Offerings
- check progression of shared goals identified in the Customer Success Plan, including surfacing needs, risks, and redirections
- identify additional goals or opportunities for further Customer Success Plan development
- review and confirm value delivered through Your usage of Eligible Autodesk Offerings
- provide important updates from Autodesk such as new features or experiences

Your CSM will coordinate with You to schedule the Executive Business Review. Additional Executive Business Reviews may occur upon request and if agreed by Autodesk in its sole discretion.

Success Materials

Autodesk will provide You with access to materials created to assist with Your onboarding, adoption, and use of Business Success Benefits and may include onboarding documentation, tools, and similar aids (“**Success Materials**”). Success Materials may include repeatable packaged services, curated technical support resources, and other training or informational content (e.g., articles, videos, webinars) which are designed to provide best practice guidance or assist with onboarding, adoption, and use of Your Eligible Offerings. You are responsible for requesting access, independently evaluating, and using the Success Materials. Success Materials are subject to change without notice. Additional requirements, restrictions, or limitations may apply to certain Success Materials (e.g., technology prerequisites, geographic availability, language, participant numbers, limited number of deliveries per time period, expiration if not utilized within a certain time period, etc.).

All Success Materials are made available on an “as is” basis without warranty of any kind, and You access and use them at your own risk. Autodesk shall have no liability for any actions taken or results obtained by You through use of Your Success Materials.

Data Collection and Use

You understand that Autodesk may collect information and data related to Your access and use of Success Materials on an ongoing basis during the Offering term. When You access or use Success Materials, Autodesk will process this data to generate the reports described in the section titled “Engagement Reports” above.

Assisted Technical Support for Business

Business Success Benefits for assisted technical support, as described in this section, are provided in addition to the included Success Benefits for assisted technical support. Autodesk will provide this support to Your Support Users in English, although support in French, German, Spanish, Japanese and other languages may be provided subject to availability.

Assisted Technical Support via Web or Email for Business

Web or email support will be provided to Your Support Users during the available support hours set forth in the table below, except that web support may be temporarily unavailable during scheduled system maintenance. Autodesk’s web support-related communications will generally be posted to Autodesk Account, and Your Support Users will be notified of the posting of the information by email. In Autodesk’s discretion, Your Support Users may also be contacted by email or telephone for specific Incidents.

Autodesk will use commercially reasonable efforts to respond to Your web or email support requests within four (4) hours irrespective of severity level during the applicable regional support workweek for each Geo as shown in the table below. For certain Offerings, the applicable local support hours may be those for a specific region or country, irrespective of the region or country in which Your Support Request originates.

Hours available for Assisted Technical Support via Web or Email for Business			
Autodesk Geo	Asia-Pacific Region	Americas Region	EMEA Region
Applicable Support Workweek	Monday through Friday SGT (UTC+8), excluding regional Holidays	Monday through Friday, EST/EDT (UTC -5/UTC -4), excluding regional Holidays	Monday through Friday, CET/CEST (UTC +1/UTC +2), excluding regional Holidays

Live Support

In addition to the other modes of assisted technical support for Business described in this section, live support is available to Your Support Users or Administrators for Eligible Offerings, as described below.

Additional modes of live support may be added at any time. Please review the Autodesk support website, Your Autodesk Account or such other site designated by Autodesk for communication of support updates for the latest updates on live support, and for instructions and procedures on how to access live support. Not all live support modalities will be available for all Offerings or in every region.

- **24x5 Live Support.** Autodesk may make live support available 24 hours per day, 5 days per week, to Your Support Users and Administrators for certain Eligible Offerings or certain types of Support Requests during the requesting party's applicable regional support workweek as indicated in the table above. Examples of 24x5 live support include online chat and schedule a call.
- **24x7 Request a Call-Back for Administrators.** At any time Your Administrators may request a telephone call-back from an Autodesk support agent to discuss their Support Requests and Support Requests submitted on behalf of Support Users. Administrators are recommended to use request a call-back to report high impact, critical Incidents involving the failure of an Eligible Offering to operate, or inability to access or install or to use key features of that Eligible Offering. Call-back from time of request generally will be prompt, but delays are possible at times with high volumes of Support Requests. Autodesk may determine, in its sole discretion, if an Incident qualifies as high impact or critical as described above.

Assisted Technical Support via Other Modes for Business

Autodesk may offer support via other modes beyond web, email, and live support from time to time (for example, support for APIs provided via Autodesk Developer Network or remote desktop troubleshooting). Modes of support may differ depending on Your Eligible Offering. Additional terms may apply to these additional modes of support, including but not limited to conditions relating to technical requirements.

Support for Previous Versions

Notwithstanding anything to the contrary contained in the Previous Version Rights section in the Offerings terms, for Your Business Success Plan subscriptions, Autodesk will provide technical support for the current version of Your Eligible Offerings and all previous versions of those Eligible Offerings on the Previous Versions List, available at:

<https://www.autodesk.com/support/account/manage/versions/previous-versions>.

Adoption Guidance

Expert Coaching

1. General

Your primary or secondary Administrator must submit coaching requests for Eligible Offerings through the coaching request page with a topic selected from the Business Success Plan coaching catalog. Autodesk will coordinate with the Administrator to personalize the content and schedule the coaching session. Autodesk will work with the Administrator to remotely deliver the coaching session generally within six (6) weeks of the request, although actual timing may vary depending on Your coaching needs and Autodesk resource availability. Autodesk will notify the Administrator if additional time is needed. Each coaching session may last up to ninety (90) minutes.

For the best experience, it is recommended that coaching sessions be limited to twenty-five (25) or fewer participants. Only the Authorized Users assigned to a Business Success Plan can attend a coaching session.

Coaching sessions are delivered in English only. Coaching may be delivered in other languages, in Autodesk's sole discretion and subject to availability.

2. Expert Coaching for Products

These terms and requirements related to product coaching apply in addition to the general coaching terms and requirements above.

Product coaching provides technology and workflow coaching regarding Eligible Offerings to Business Success Plan customers upon request. During the coaching session, Autodesk specialists will remotely provide tailored guidance to Authorized Users on Eligible Offerings and key industry workflows, and may include live demonstrations, presentations, practice datasets with Q&A, and/or Success Materials. Product coaching is an enterprise-level Success Plan Benefit as described below.

Business Plan customers have access to three (3) product coaching sessions per enterprise (inclusive of all Teams with a Business Success Plan, Administrators, and Authorized Users in Your enterprise) every Calendar Quarter. Sessions may be scheduled in advance for each Calendar Quarter.

Sessions may not be rolled forward. If a product coaching session is not delivered in a given Calendar Quarter, eligibility for that session expires and it is no longer available.

"Calendar Quarter" means a period of three (3) calendar months ending on March 31st, June 30th, September 30th, or December 31st.

3. Expert Coaching for IT

These terms and requirements related to IT coaching apply in addition to the general coaching terms and requirements above.

IT coaching provides technology coaching regarding Eligible Offerings to Business Plan customers upon request. During the coaching session, Autodesk specialists will remotely provide tailored guidance to Administrators and Authorized Users on enterprise systems and IT workflows, and may include live demonstrations, presentations, practice datasets with Q&A, and/or Success Materials.

Learning Plan Management

Business Plan Administrators may curate and assign self-paced learning content from Autodesk's online learning catalog to their Authorized Users. Administrators may track their Authorized Users' progress in completing the assigned learning content.