

	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. Provide and review Engagement Reports and share 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 and review Engagement Reports 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.