

# Frequently Asked Questions for Customers

Autodesk® Enterprise Priority Support delivers proactive services with dedicated account management and designated technical resources to help large enterprise customers more quickly realize the business benefits of Autodesk technologies. It is available only to customers with an Autodesk® Subscription.

This document answers frequently asked questions about this support offering.

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# 1. Autodesk Enterprise Priority Support

## 1.1 What is Autodesk Enterprise Priority Support?

Autodesk® Enterprise Priority Support delivers proactive services with dedicated account management and designated technical resources to help enterprise customers more quickly realize the business benefits of Autodesk® technologies.

It is the highest level of support that Autodesk offers and available only to Autodesk® Subscription customers.

Enterprise Priority Support customers benefit from the services of a dedicated Support Account Manager (SAM) and a Designated Support Specialist (DSS). The SAM serves as the single point of contact responsible for coordinating the delivery of proactive support services to help increase efficiency, reduce risk, and escalate issues within Autodesk. The DSS is engaged on an as-needed basis to more quickly resolve technical issues before they become real problems, which helps minimize downtime. Both provide recommendations and best practices to help improve the utilization of the existing product portfolio, accelerate broad adoption, and promote consistency in how technology is deployed across the enterprise.

Enterprise Priority Support customers are also given opportunities to share critical insights on technology directions with Autodesk executives and to propose alternative ways on how to best use Autodesk innovations to help their businesses achieve their objectives. Finally, Enterprise Priority Support customers are invited to engage and interact in meaningful ways with senior leadership at Autodesk University and other sponsored events.

## 1.2 What are the customer benefits of Autodesk Enterprise Priority Support?

Enterprise Priority Support is the highest priority product support available from Autodesk. It provides:

- Priority 24x7 access to Autodesk global product support for authorized callers with severity-1 issues, as well as clear response targets for other severity issues.
- Access to a Support Account Manager (SAM) who coordinates the delivery of proactive support services to help increase efficiency, reduce risk, and escalate issues within Autodesk
- Assigned Designated Support Specialist (DSS) who can be engaged to more quickly resolve technical issues before they become real problems, helping to minimize downtime.
- A program of proactive support services customized to help customers implement Autodesk solutions faster, optimize licensing, maximize performance, minimize downtime, and lower overall cost of ownership. This process includes an assessment of the customer's current operational environment, followed by quarterly business reviews to check progress, discuss issues, and make recommendations.
- Opportunities to provide input to Autodesk developers regarding Autodesk products, participate in beta programs, and meet Autodesk senior leadership at Autodesk University and other sponsored events.
- All of the benefits of Advanced Support and Basic Support.

## 1.3 In which languages is Autodesk Enterprise Priority Support available?

One-to-one product support, including phone and web support, is always available in English. We also strive to provide assistance in the languages supported by the individual product during local business hours. Currently, during local business hours, one-to-one support is provided in English, Spanish (Latin American), French, Italian, German, Japanese, Korean, Simplified Chinese, and Brazilian Portuguese.

## 1.4 What proactive services are included in Autodesk Enterprise Priority Support?

Autodesk Enterprise Priority Support customers are entitled to:

- Access to a Support Account Manager (SAM), who coordinates the delivery of proactive support services to help increase efficiency, reduce risk, and escalate issues within Autodesk.
- Access to a Designated Support Specialist (DSS) who can be engaged to more quickly resolve technical issues before they become real problems, helping to minimize downtime.



- An assessment of their current operational environment, followed by quarterly business reviews to check progress, discuss issues, and make recommendations.
- “Health Check” by Autodesk Consulting to analyze the customer’s application of Autodesk technology, monitor progress of ongoing projects, and maximize overall productivity and efficiency.
- Training webcasts to help customers keep skills fresh.
- Roadmap sessions with product teams to give customers the opportunity to provide input on Autodesk products.

**1.5 Is Autodesk Enterprise Priority Support available for all Autodesk products?**

Yes, with a small number of exceptions. Contact your Autodesk sales representative for more information.

**1.6 Can Autodesk Authorized Resellers sell Autodesk Enterprise Priority Support?**

Only Autodesk can sell Autodesk Enterprise Priority Support; resellers may, however, be involved in the deal in certain instances.

**1.7 Is Autodesk Enterprise Priority Support available to all customers?**

Autodesk Enterprise Priority Support is designed to meet the needs of large, global enterprise customers that use Autodesk software on complex multisite projects and purchase directly from Autodesk. It is available only to Autodesk® Subscription customers.

**1.8 What does an Autodesk Support Account Manager (SAM) do?**

The SAM coordinates the delivery of proactive support services to help increase efficiency, reduce risk, and escalate issues within Autodesk.

**1.9 What does an Autodesk Designated Support Specialist (DSS) do?**

The DSS can be engaged to more quickly troubleshoot technical issues before they become real problems, helping to minimize downtime.

**1.10 What online support options are available with Autodesk Enterprise Priority Support?**

All customers have access to an online knowledge base and online discussion forums, where Autodesk staff and experts within the community answer questions submitted by customers.

Customers with Enterprise Priority Support, Advanced Support, or Basic Support have their forum posts automatically escalated to the Autodesk Product Support queues if the community does not respond within 24 hours.

Customers with Enterprise Priority Support or Advanced Support also have access to exclusive functionality in the discussion forums. For example, they can simply click a button to escalate their forum posts to the Autodesk product support team at any time. They can also signal that they need further assistance by indicating that they have not received an acceptable solution in the forums.

**1.11 How do Autodesk customers access Autodesk Enterprise Priority Support?**

Customers can contact their named Autodesk Support Account Manager, Designated Support Specialist, telephone Autodesk product support, or submit a support request through Subscription Center at <http://www.autodesk.com/subscriptionlogin>.

**1.12 Does the webcast training for enterprise customers require the user to have a fair knowledge of the product?**

Yes. The focus of the webcast training is to provide advanced skills, workflows, and best practices.