

Customer FAQ

Autodesk Water Infrastructure capacity-based subscriptions and cloud simulation options

Autodesk is evolving how subscriptions for some of our water infrastructure software can be scaled with the introduction of capacity-based subscriptions for **Info360 Asset** and **Info360 Insight**, along with updated cloud simulation options for **InfoWorks ICM** and **InfoWorks WS Pro**. The purpose of this article is to answer common questions about the details of these offering changes. For a broader understanding of the strategy and value behind these changes, please review the [announcement on the One Water Blog](#).

Info360 Asset

What is an asset?

An asset is a physical component that makes up a water or wastewater network—such as a pipe, pump, valve, manhole, or tank. Asset managers use Info360 Asset to prioritize inspection, maintenance, and renewal spending across these structures to deliver reliable service at the lowest possible cost. Each subscription includes capacity for 20,000 assets that can be modeled, inspected, and managed within Info360 Asset.

How does asset capacity work?

- Capacity can be expanded or reduced at any time to match the size of your network.
- When assets are removed, that capacity becomes available again for new assets.
- Add-on capacity is available in 10K, 100K, and 1M increments and can be combined in any quantity.
- Capacity is tied to the team, meaning all project usage rolls up to the team's total capacity. Capacity cannot be transferred to teams managed by another company.

What kind of user access is included?

- Every subscription includes unlimited Viewer and Field Inspector licenses at no additional cost.
- These are \$0 entitlements that can be provisioned for each user—allowing your entire team to access the data and workflows they need.
- Full Access users manage configuration, analysis, and reporting, while Inspectors and Viewers collect field data and visualize results.

What action is required after renewal?

After renewing to a capacity-based subscription, Info 360 Asset Full Access user entitlements will become decoupled from currently assigned users. Your account administrator will need to reassign each Full Access entitlement. Field Inspector and Viewer users are not affected and will not require changes.

Info360 Insight

What is a channel?

A channel is a time-varying data series created by a sensor or by data entered through an Info360 Insight form. Channels represent the flow of real-time information—such as pressure, flow, or level data—used to monitor and analyze network performance. Analytic endpoints do not count as channels. Each subscription includes capacity for up to 250 channels that can be monitored within Info360 Insight.

How does channel capacity work?

- Channel capacity can be expanded or reduced at any time to match your network's scale and data collection needs.
- When a channel is removed, that capacity becomes available again for new data streams.
- Add-on capacity is available in 250- and 1,000-channel increments and can be combined in any quantity.
- Capacity is tied to the team, meaning all project usage rolls up to the team's total capacity. Capacity cannot be transferred to teams managed by another company.

What kind of access and flexibility are included?

- Every subscription includes unlimited user access, enabling collaboration across all projects and dashboards.
 - Whether you're monitoring a small pilot system or a large, connected network, you can scale channel capacity and sampling frequency as your operations evolve—ensuring Info360 Insight grows with your organization.
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InfoWorks ICM and InfoWorks WS Pro cloud simulations

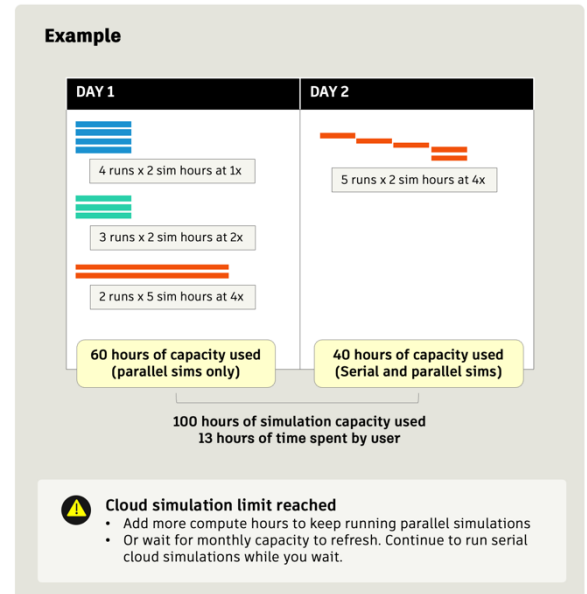
How do cloud simulation hours work?

- Cloud simulation hours are measured by compute time, not user time.
- All subscriptions include unlimited serial simulations—or simulations that run sequentially on a single processor.
- Parallel simulations (simulations run concurrently on multiple processors) consume multiple compute hours at once.
- Serial simulations draw from your included hours until you reach your capacity limit.
- Once that limit is reached, serial simulations continue uninterrupted and no longer consume capacity.
- If you purchase additional hours, serial simulations will again draw from your total capacity pool.
- Included simulation hours replenish monthly on the date of your subscription term.
- Not all simulations use the same amount of cloud compute power. 2D simulation demands cloud computing with higher specs and therefore costs. So, 2D simulations consume capacity at faster rates.
 - *For example:* running 100 InfoWorks WS Pro simulations in parallel for one minute uses one minute of user time but 100 minutes of compute capacity.
- There are three run types, each with a different “rate” of capacity use:
 - **CPU (1D) simulations**
(baseline consumption) – 1x rate

- **GPU (2D) simulations**
(<10 million 2D elements) – 2x rate
- **GPU Large (2D) simulations**
(> 10 million 2D elements) – 4x rate

Here's an example as depicted in the diagram to the right:

- On Day 1, we see three types of simulation runs happening in parallel:
 - Four CPU-based 1D runs at a 1x rate
 - Three GPU 2D runs at a 2x rate
 - And two large GPU 2D runs at a 4x rate
- Even though the user spent just a few hours initiating these runs, the combined compute time totals **60 hours of capacity used** - because multiple simulations were processed at once in the cloud.
- On Day 2, another five large GPU simulations were run, this time in a mix of serial and parallel runs. These consumed an additional **40 hours of capacity**.
- Altogether, the **user completed 13 hours of real work time**, but **used 100 hours of compute capacity**, reaching their monthly cloud simulation limit.
- At that point, the use has reached their cloud simulation capacity limit.
- The user can either add more compute hours to continue running parallel simulations immediately or wait for their monthly capacity to refresh. Serial simulations can still be used in the meantime without interruption.



What's changing (and what's not)?

- These updates apply only to how cloud simulation hours are managed in InfoWorks ICM and InfoWorks WS Pro.
- There are no changes to base product functionality, user experience, or license management.
- All existing product features remain the same—only how cloud compute capacity is measured and managed is evolving.
- Capacity is tied to the team, and all project usage rolls up to the team's total capacity. Capacity cannot be transferred to teams managed by another company.

Renewal and account management

What happens at my next renewal?

For InfoWorks customers: there are no actions required at your next renewal. The changes are effective immediately after November 17, 2025.

For Info360 Asset and Info360 Insight customers: at your next renewal, your Autodesk Account team will:

- Review your current usage and included capacity

- Recommend the right configuration for your organization
- Help you scale efficiently with the right mix of base, advanced, and add-on capacity

What does this mean for Enterprise Business Agreement (EBA) customers?

As an Enterprise Business Agreement (EBA) customer, these changes do not affect your current agreement. You will continue to do business with Autodesk under the terms of your existing EBA. If your organization uses products that transition to capacity-based subscriptions, you will remain on the pre-capacity (“quota”) versions of those products until further notice.

It’s important to be aware of these changes, as they may affect joint customers you work with who are on standard commercial plans. These customers may reach out to your teams with questions about how the new capacity-based model impacts their usage or renewals.

Some users may also notice new reporting or monitoring features—such as visibility into cloud simulation hours—within Autodesk Account or related tools. These features are informational only and do not impact your entitlements, pricing, or contract terms.

Please note that if an EBA user is invited to collaborate on a project that is administered by another organization, the capacity-based usage rules of that project may apply.

We’ll continue to keep you informed as Autodesk evolves its commercial offerings to better support your long-term success. At this time, no action is required on your part.

If you have any questions, please reach out to your Autodesk Enterprise Account Team.

Need help?

For questions about capacity, renewals, or user entitlements, please visit the [Autodesk Help Center](#) or contact your Autodesk Account Team.

Information provided here is for reference only and subject to change. Actual subscription details and entitlements may vary by region or agreement type.