



# FAQs: InfoCare to Subscription program

## What's happening?

Autodesk is introducing a path to migrate from legacy Innowyze perpetually licensed products with InfoCare agreements or floating Innowyze subscriptions to Autodesk subscriptions with the InfoCare to Subscription (I2S) program. This program creates an attractive path to move to the flexibility of Autodesk subscriptions, ensuring you have access to the latest technology and product features with simple and straightforward packaging, along with the convenient subscription administration tools offered with all Autodesk subscriptions.

This is a multi-year program, providing both clarity and choice for you to make the best decisions for your businesses and unique situations. As always, the Autodesk team is here to help guide the decision and answer questions before the program begins phasing in on February 7, 2023 and throughout the I2S program.

The I2S program enables you to trade in your fixed or floating licenses covered under an InfoCare agreement, and floating Innowyze subscriptions, at the time of renewal for an Autodesk subscription in the same product family at an attractive price, and get predictable pricing through 2028 for the licenses you convert to subscriptions.

First, let's start with product families. If you're using a product for stormwater, sanitary sewer, or flood modeling, you can convert those products to an InfoWorks ICM subscription. For water distribution modeling, you can convert to either an InfoWater Pro or InfoWorks WS Pro subscription. For drainage design, you can convert to an InfoDrainage subscription. A full list of products eligible for conversion in the I2S program is [here](#).

When trading in your fixed licenses under InfoCare, you can purchase one discounted subscription for each fixed license traded in. For floating licenses and floating subscriptions, you may purchase two subscriptions for the price of one, converting each single floating license seat or each floating subscription seat into two named user subscriptions.

The I2S prices in effect on May 7, 2023 are as follows:

SRP for a new annual subscription*	Currency	Drainage (InfoDrainage)	Storm, Sewer, Flood (InfoWorks ICM)	Water Distribution (InfoWater Pro & InfoWorks WS Pro)	Asset Management (InfoAsset Planner conversions)
Price for a single new annual subscription when trading in a fixed license, or for two new annual subscriptions when trading in a floating license or Innovyze subscription	USD	\$4,600	\$6,800	\$5,200	\$3,000
	CAD	\$4,625	\$9,130	\$6,980	\$3,910
	EUR	€4,055	€6,275	€4,795	€2,645
	GBP	£3,580	£5,540	£4,235	£2,650
	AUD	\$5,785	\$9,680	\$7,395	\$3,770

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Here is a timeline of the program and what you can expect from Autodesk as we make this transition.

Starting on February 7, 2023, we will end multi-year renewals of InfoCare, site licensing agreements, and end the sale of multi-year floating licenses for legacy Innovyze products.

On May 7, 2023, we will begin offering the I2S program. Once you enter your renewal window, after May 7, 2023, you will have an opportunity to convert to subscription in this program. We will continue to offer annual InfoCare renewal, and will increase the price of most InfoCare renewals by 20%.

On May 7, 2024, we will end InfoCare renewals, and end the sale and renewal of annual floating licenses. In your renewal window after May 7, 2024, you will have the opportunity to convert to subscription in this program but will not have the ability to renew InfoCare agreements.

May 6, 2025 will be the last date to convert InfoCare agreements to subscriptions under this program. After that date, subscriptions will be offered at the standard retail price.

## What does it mean for InfoCare?

InfoCare will no longer be available for renewal after May 7, 2024. Once your InfoCare contract expires after that date, your perpetual licenses will no longer be covered under the InfoCare program. We're introducing the InfoCare to Subscription program so you have a way to continue to get support, product updates, and new features as part of your Autodesk subscription.

## Do I have to trade in my perpetual licenses to get the discounted price on subscription products?

Yes. If you have an expired InfoCare agreement, or if you have perpetual licenses not covered by InfoCare, you are not eligible for this program.

## What products can I purchase under the program?

InfoWorks ICM, InfoWorks WS Pro, InfoWater Pro, InfoDrainage, and Info360 Asset.

## How much will the subscription products cost?

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## **Will subscription products renew at this discounted price?**

The Autodesk suggested retail price for subscriptions purchased under this program will increase by no more than 5% in 2025, and 2027, and will not be increased in 2024, 2026, or 2028.

## **Do I have to trade in my perpetual licenses to get the discounted price on subscription products?**

Yes. Perpetual licenses must be traded in to get the discounted subscription price. You can find a list of eligible products for trade in [here](#).

## **What if I want to get more subscriptions than perpetually licensed products I'm trading in?**

Discounted subscriptions are limited based on the number of perpetual licenses attached to InfoCare or floating subscriptions traded in. To get more information about your specific scenario, speak to your account team.

## **Can I still renew InfoCare if I choose?**

Yes, InfoCare can be renewed on an annual basis through May 6, 2024. Multi-year renewals of InfoCare will end on February 7, 2023. As of May 7, 2024, InfoCare renewals will no longer be available. Renewed InfoCare contracts will not have a final expiration date beyond May 7, 2025.

## **Can I convert some of my products on InfoCare now, and convert others later?**

Yes. You can convert a portion of your InfoCare covered perpetual licenses for discounted subscriptions under this program, and renew InfoCare on the remaining portion until May 7, 2024 with a final expiration date before May 7, 2025.

## What is the value of subscription?

Get more details about Autodesk subscriptions [here](#). For more information about administering Autodesk subscriptions, see this [page](#).

## My company has an enterprise business agreement with Autodesk. What does this mean for me?

Companies with Autodesk enterprise business agreements should review their scenario with their account team to understand the full spectrum of their options to access Innovyze solutions.

## What are the terms and conditions of this program?

Terms and conditions are available [here](#).

For more information, please visit  
[www.autodesk.com/campaigns/infocare-to-subscriptions](http://www.autodesk.com/campaigns/infocare-to-subscriptions)