



FAQs: InfoCare to Subscription program

What's happening?

In February 2023, Autodesk introduced 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 is 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.

The I2S program enables you to trade in your eligible 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 modelling, you can convert those products to an InfoWorks ICM subscription. For water distribution modelling, 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 covered 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.

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

On February 7, 2023, we ended the sale and renewal of multi-year InfoCare agreements and site licensing agreements. We also ended the sale of multi-year floating licenses for legacy Innovyze products. For a list of legacy Innovyze products, click [this link](#).

On May 7, 2023, we began offering the I2S program. Once you entered your renewal window, after May 7, 2023, you became eligible to convert to subscription in this program.

On May 7, 2024, we will end InfoCare renewals, and end the sale and renewal of annual floating licenses, except for the Excluded Legacy Products defined below. If your renewal falls on or after May 7, 2024, you will not be able to renew your InfoCare Agreements or annual floating licenses. “Excluded Legacy Products” are InfoAsset Planner, InfoAsset Manager, InfoAsset Mobile, InfoAsset Online, ICM Live, IW Live Pro, WS Exchange, ICM Exchange, Simulation-only licenses, XPSWMM, XPSTORM, and viewers for InfoWorks ICM, InfoWorks WS Pro, and InfoAsset Manager. The Excluded Legacy Products will have end of renewal dates of May 6, 2025.

May 6, 2025 will be the last date to convert InfoCare agreements to subscriptions under this program, except for the Excluded Legacy Products. For Excluded Legacy Products, you may convert to subscription during your renewal window through May 6, 2026. After May 6, 2025 or May 6, 2026 for Excluded Legacy Products, subscriptions will be offered at the standard retail price.

On February 7, 2023, we ended the sale and renewal of multi-year InfoCare agreements and site licensing agreements. We also ended the sale of multi-year floating licenses for legacy Innovyze products. For a list of legacy Innovyze products, click [this link](#).

What does it mean for InfoCare?

InfoCare will no longer be available for renewal if your InfoCare renewal date is on or after May 7, 2024, except for the Excluded Legacy Products. Excluded Legacy Products can be renewed if the renewal date of any of your Excluded Legacy Products is on or before May 6, 2025. Once your InfoCare agreement 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.

What products can I purchase under the program?

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

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 in accordance with the InfoCare to subscription trade-in offers terms and conditions (available [here](#)) 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 the 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 or through May 6, 2025 for Excluded Legacy Products. Multi-year renewals of InfoCare ended on February 7, 2023. As of May 7, 2024, InfoCare renewals will no longer be available except for Excluded Legacy Products. Renewed InfoCare contracts will not have a final expiration date beyond May 6, 2025, or May 6, 2026 for Excluded Legacy Products.

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 eligible for trade-in under the program for discounted subscriptions under this program, and renew InfoCare on the remaining portion until May 6, 2024 with a final expiration date before May 7, 2025. For Excluded Legacy products, you may renew InfoCare until May 6, 2025 with a final expiration date before May 7, 2026.

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 the water portfolio of products.

What are the terms and conditions of this program?

The terms and conditions of the I2S Program are available [here](#).

For more information, please visit
www.autodesk.com/campaigns/infocare-to-subscriptions